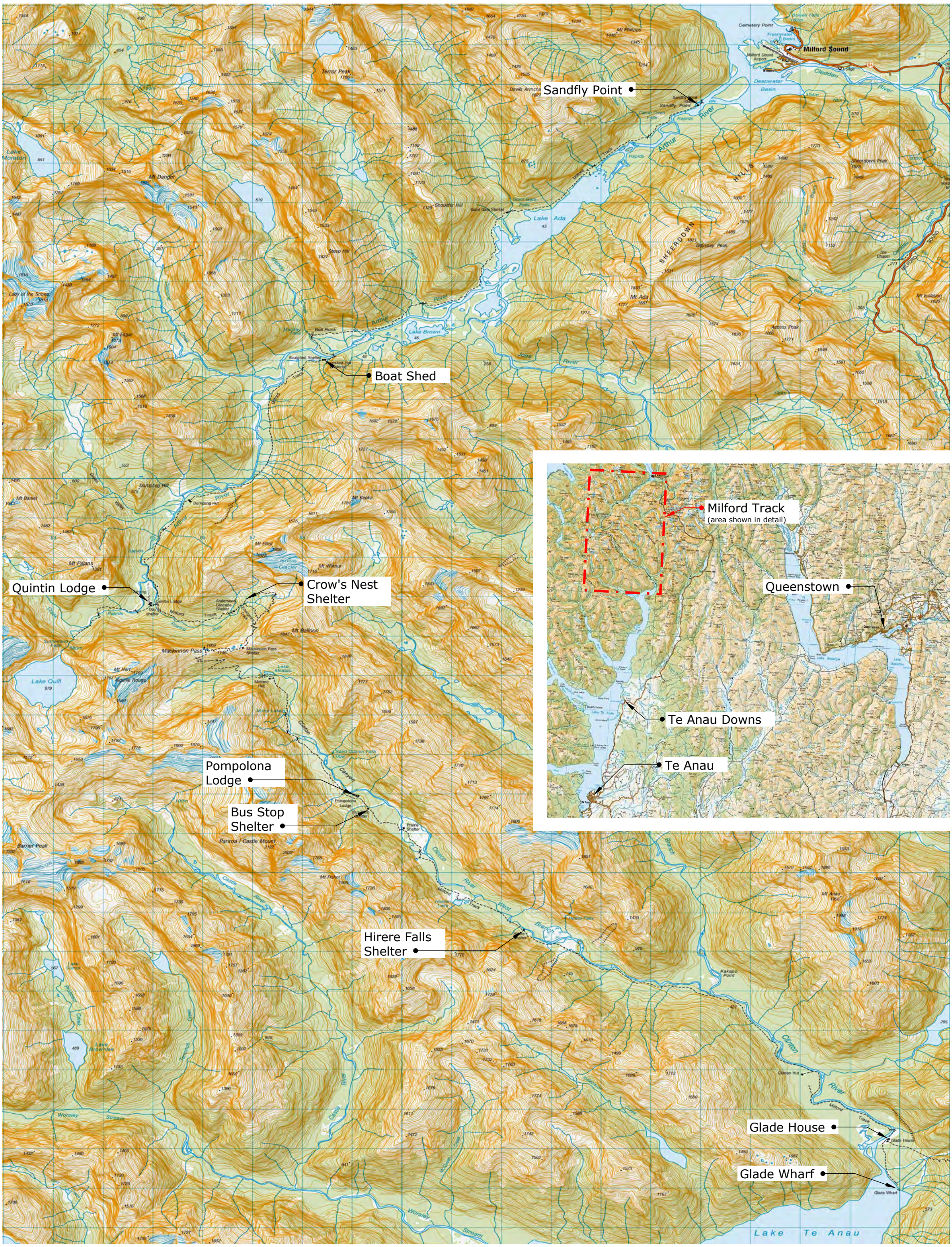
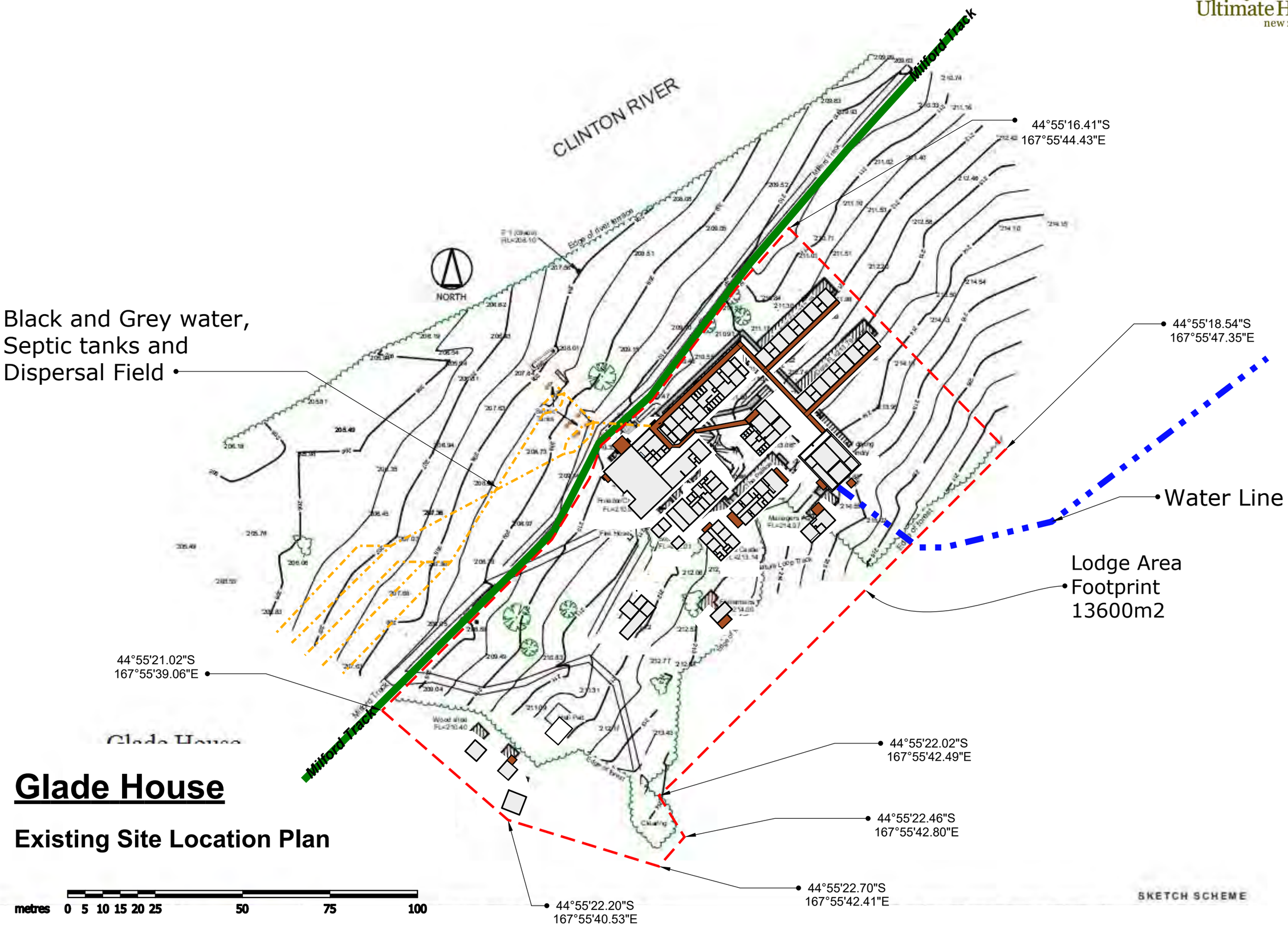
Milford Track
Location Map

H



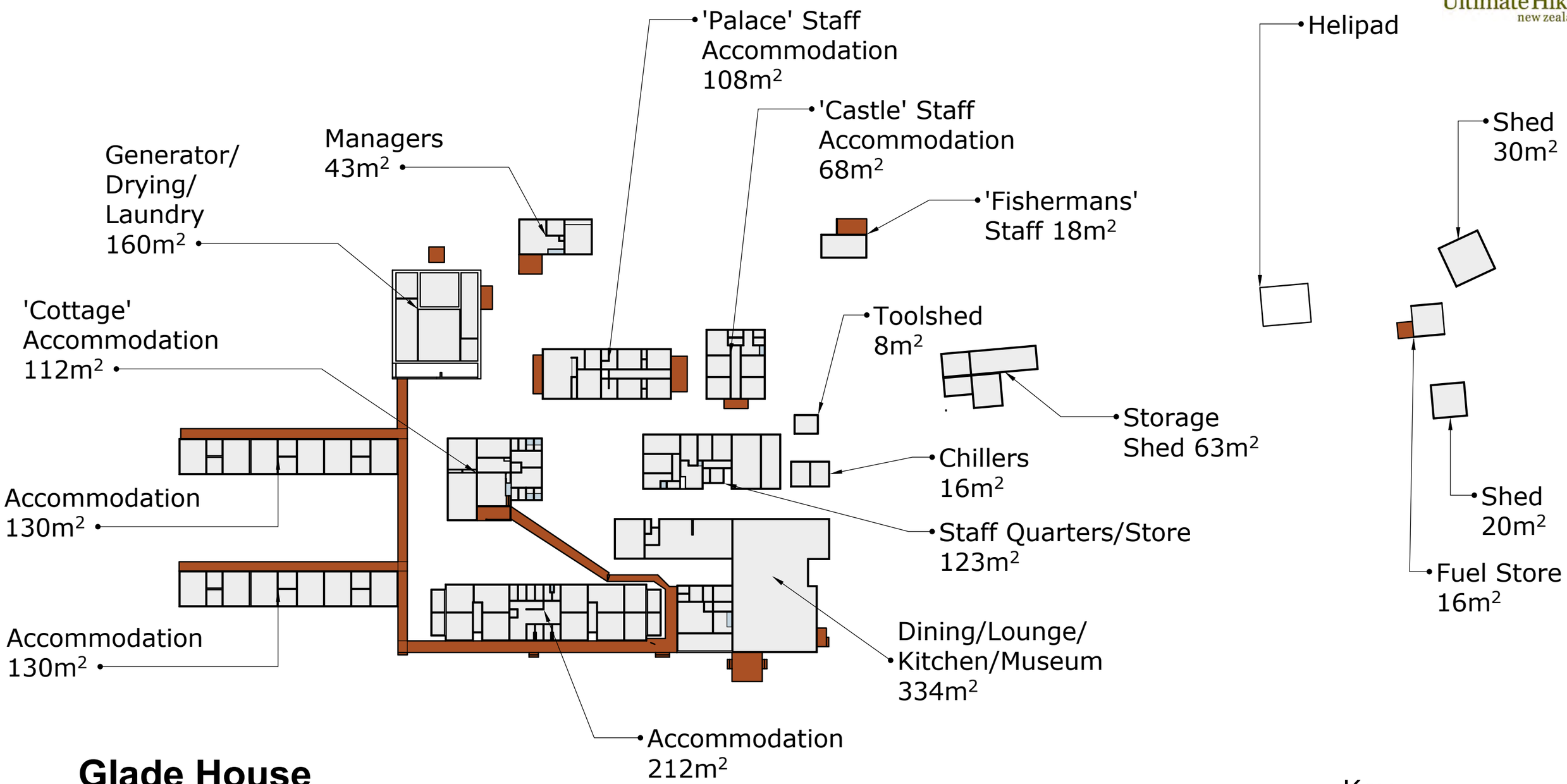
Ultimate Hikes
new zealand



Glade House

Existing Site Location Plan

Scale = 1:1000 @ A3



Glade House

Building Layout

metres 0 5 10 15 20 25 50 75 100

Scale = 1:500 @A3

Key

Walkway/Decking (Total 274m²)

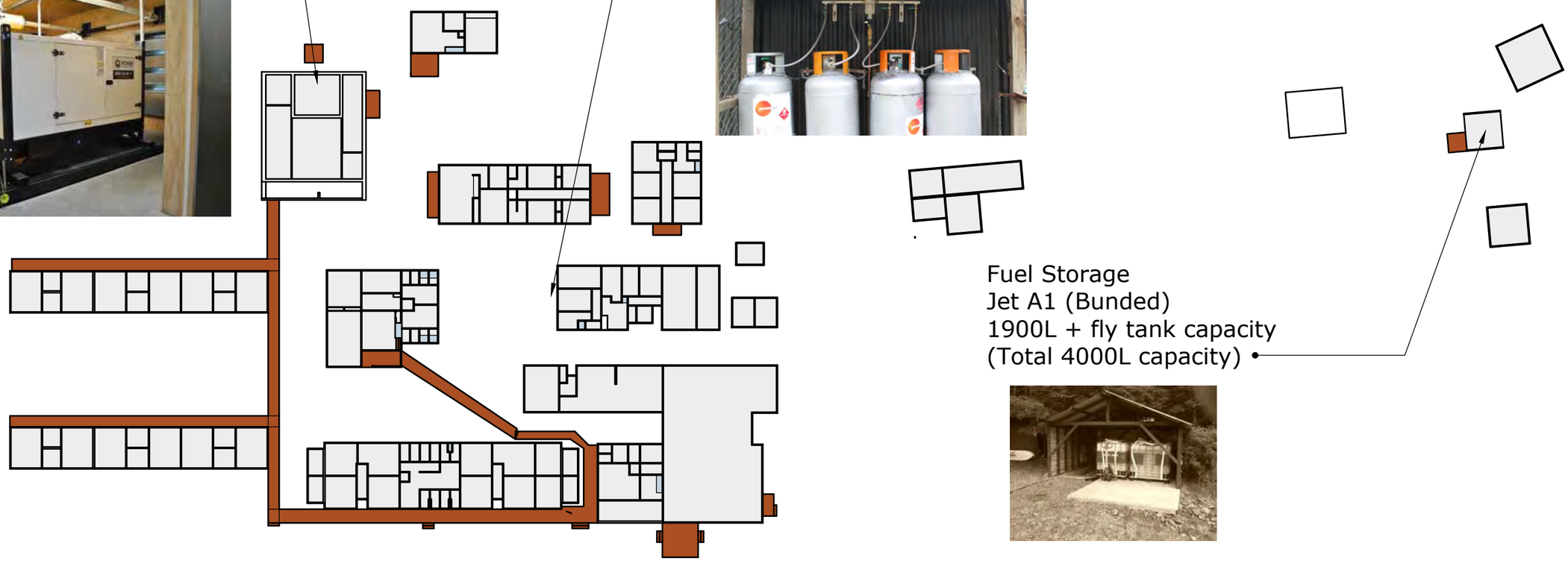
Buildings (Total 1591m²)

Ultimate Hikes
new zealand

Generator shed
Diesel Storage (Bunded)
2800L

LPG Gas
4x45kg bottles
On 4 bottle manifold

Hazardous Substance
Storage area



Fuel Storage
Jet A1 (Bunded)
1900L + fly tank capacity
(Total 4000L capacity)

Glade House

Hazardous Goods

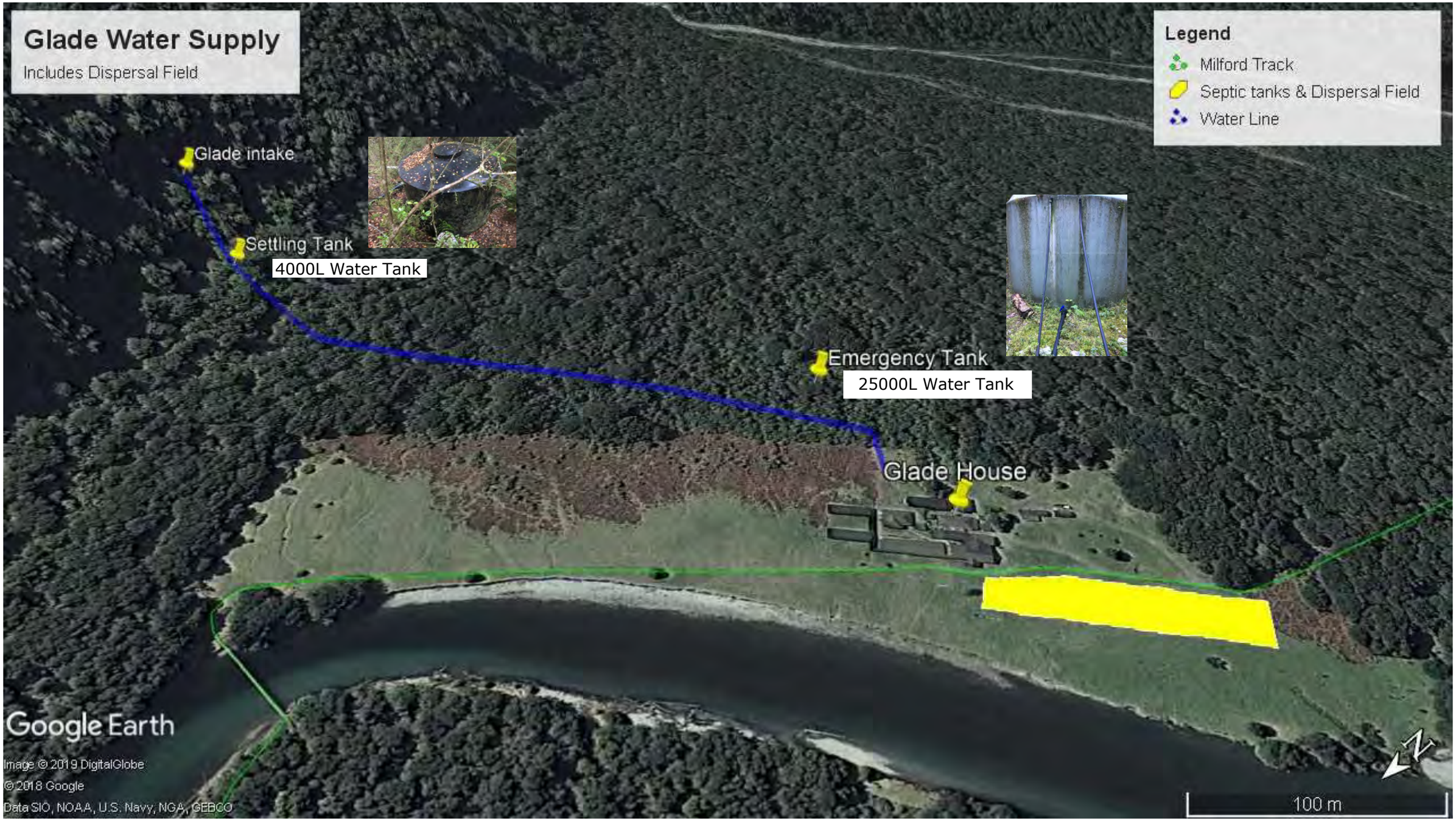
metres 0 5 10 15 20 25 50 75 100

Scale = 1:500 @A3

Key

Walkway/Decking (Total 274m²)

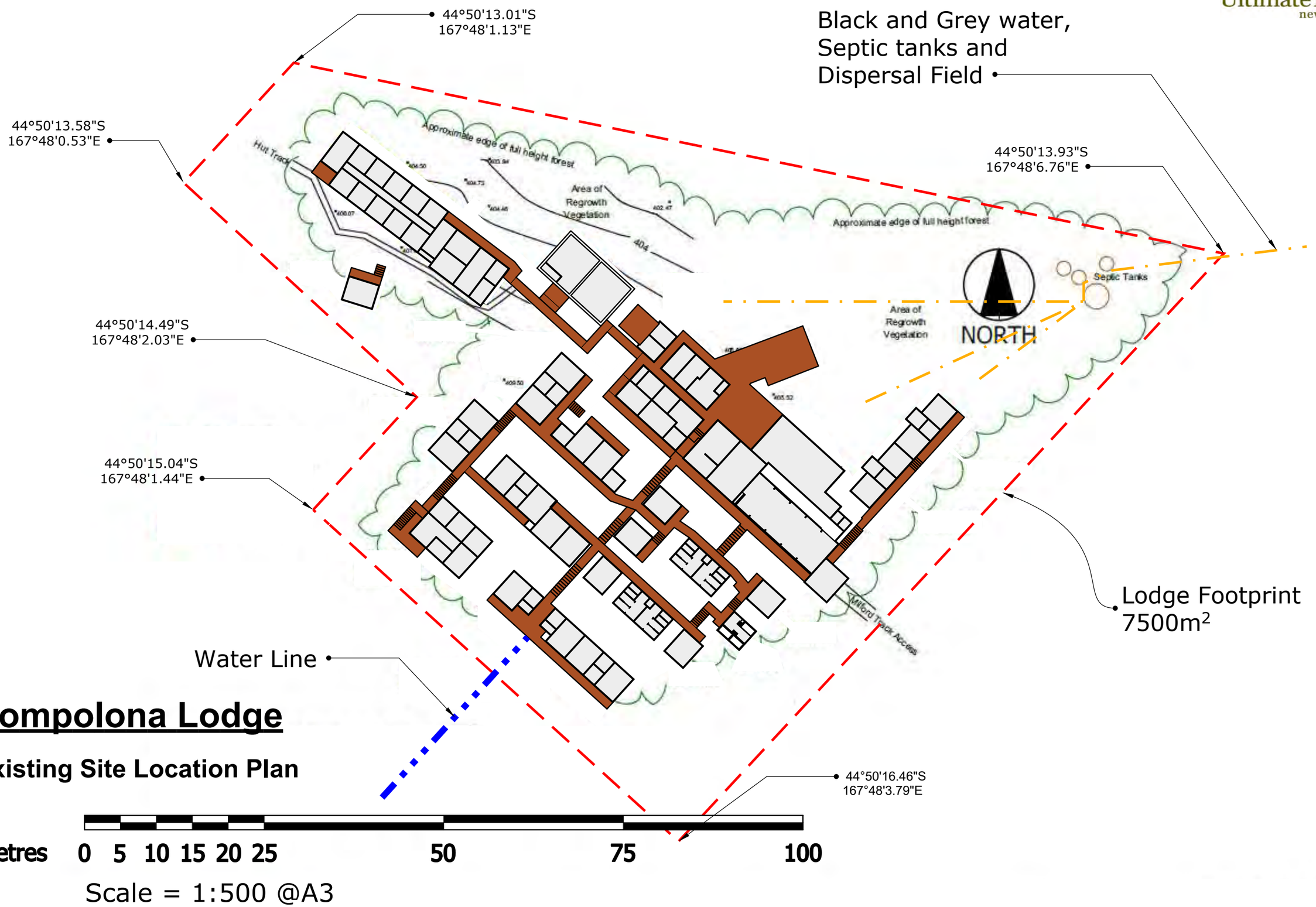
Buildings (Total 1591m²)


Glade Water Supply
Includes Dispersal Field
Legend
Milford Track
Septic tanks & Dispersal Field
Water Line
Glade intake
Settling Tank
4000L Water Tank
Emergency Tank
25000L Water Tank
Glade House
Google Earth
Image © 2019 DigitalGlobe
© 2018 Google
Data SIO, NOAA, U.S. Navy, NGA, GEBCO
100 m

GLADE HOUSE
Welcome

J

Ultimate Hikes
new zealand

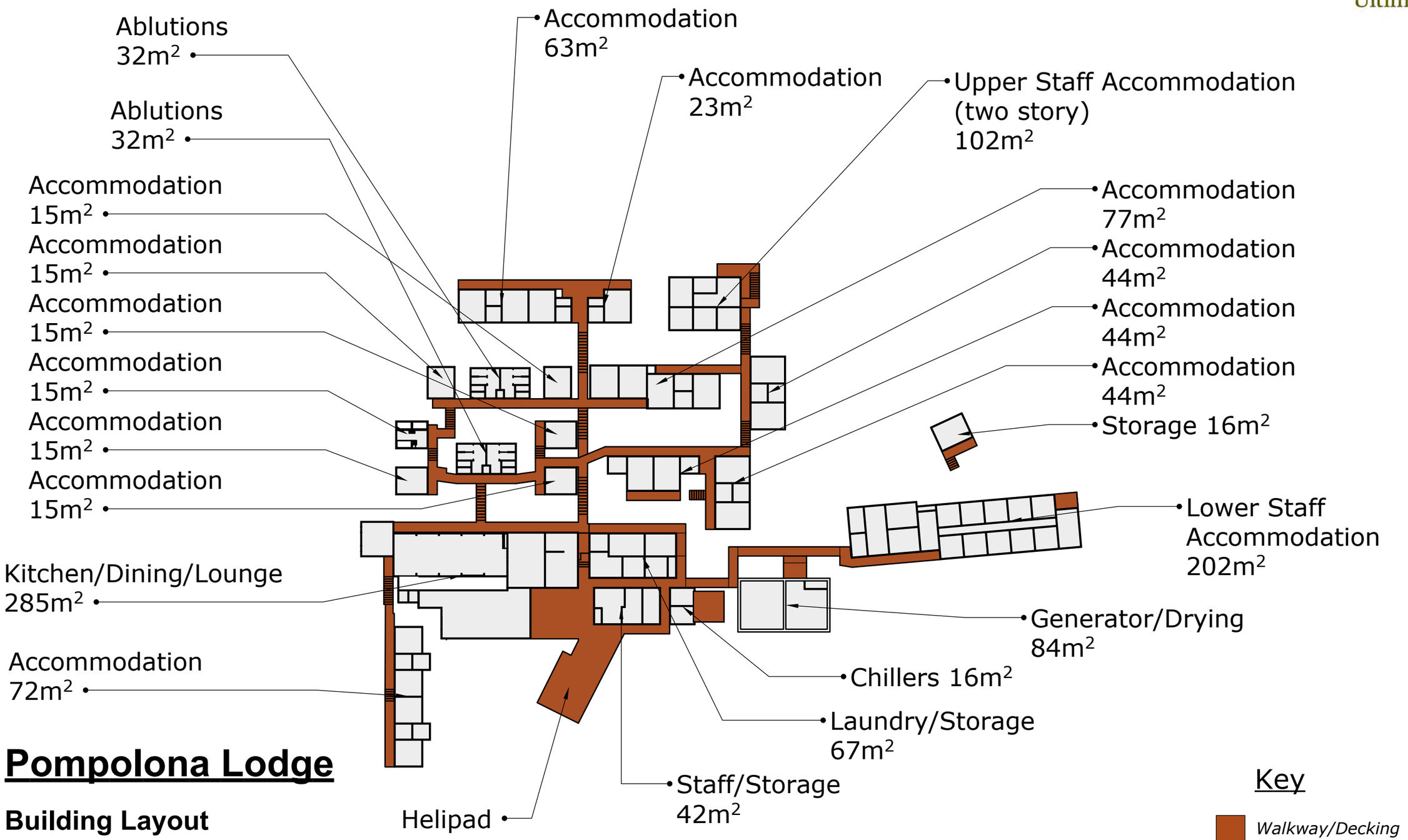


Pompolona Lodge

Existing Site Location Plan

Scale = 1:500 @A3

Ultimate Hikes
new zealand



Pompolona Lodge

Building Layout

metres 0 5 10 15 20 25 50 75 100

Scale = 1:500 @A3

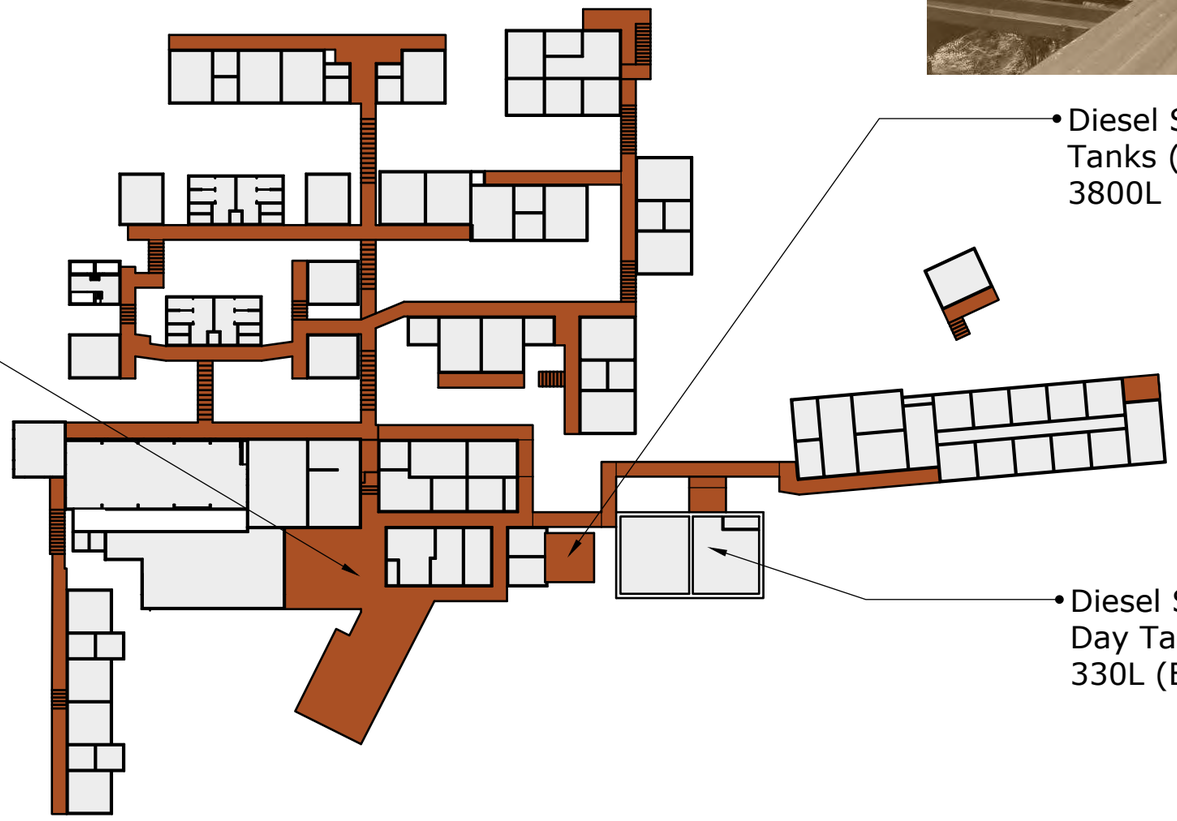
Key

Walkway/Decking (Total 601m²)

Buildings (Total 1335m²)

Photo indicative only

LPG Gas
4x45kg bottles
On 4 bottle manifold



Diesel Storage
Tanks (Bunded)
3800L

Diesel Storage
Day Tank
330L (Bunded)

Photo indicative only

Pompolona Lodge

Hazardous Goods

metres 0 5 10 15 20 25 50 75 100

Scale = 1:500 @A3

Key

Walkway/Decking (Total 601m²)

Buildings (Total 1335m²)

Ultimate Hikes
new zealand

Pompolona Lodge

Water and dispersal lines

Legend

- Milford Track
- Septic Tanks and Dispersal Field
- Water Line

Pompolona Intake

Bus Stop

Pompolona Tanks

Pompolona Lodge

Photo indicative only - 2 x 10,000L water tanks

Google Earth

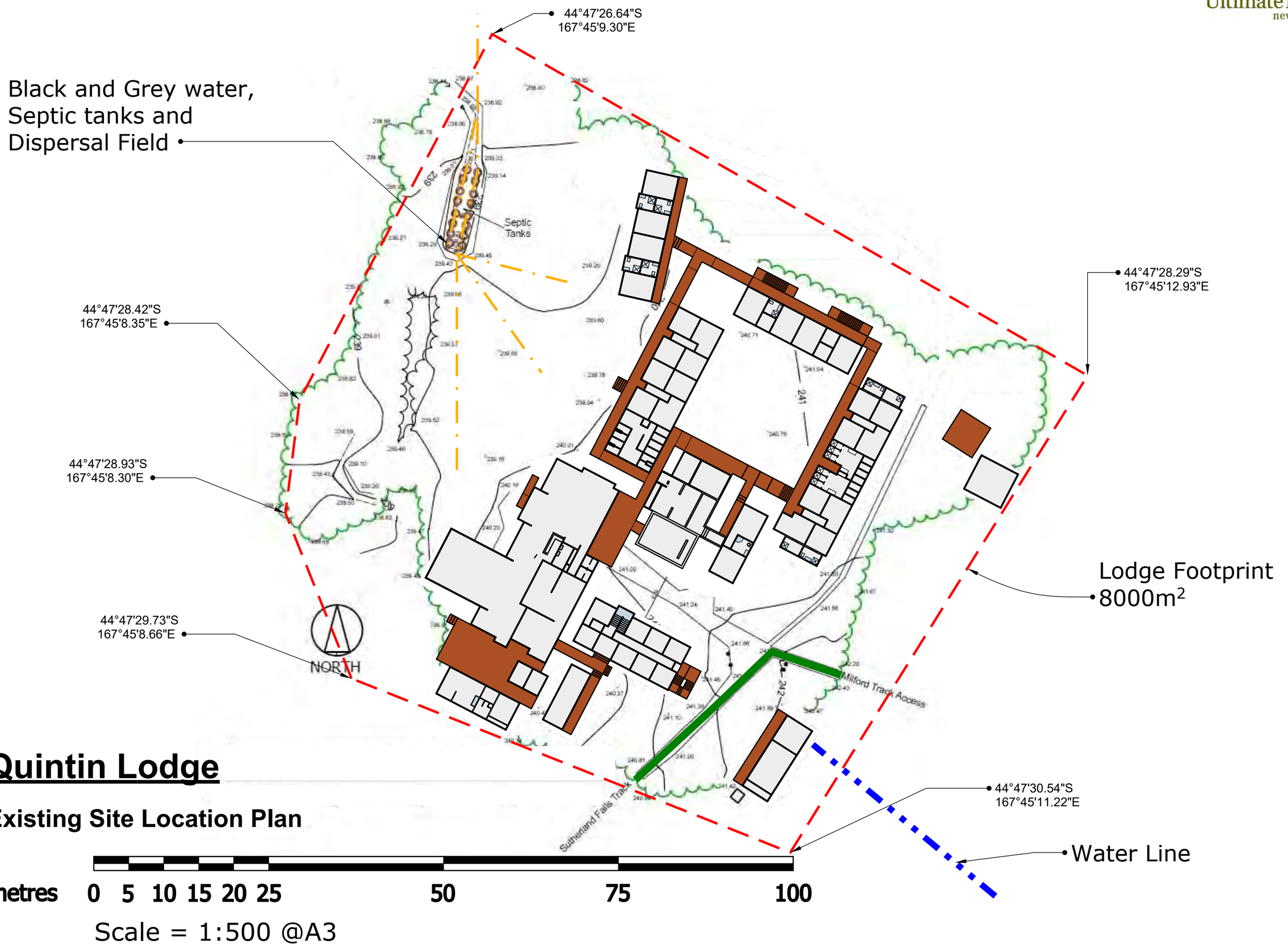
Image © 2019 DigitalGlobe

N

100 m

K

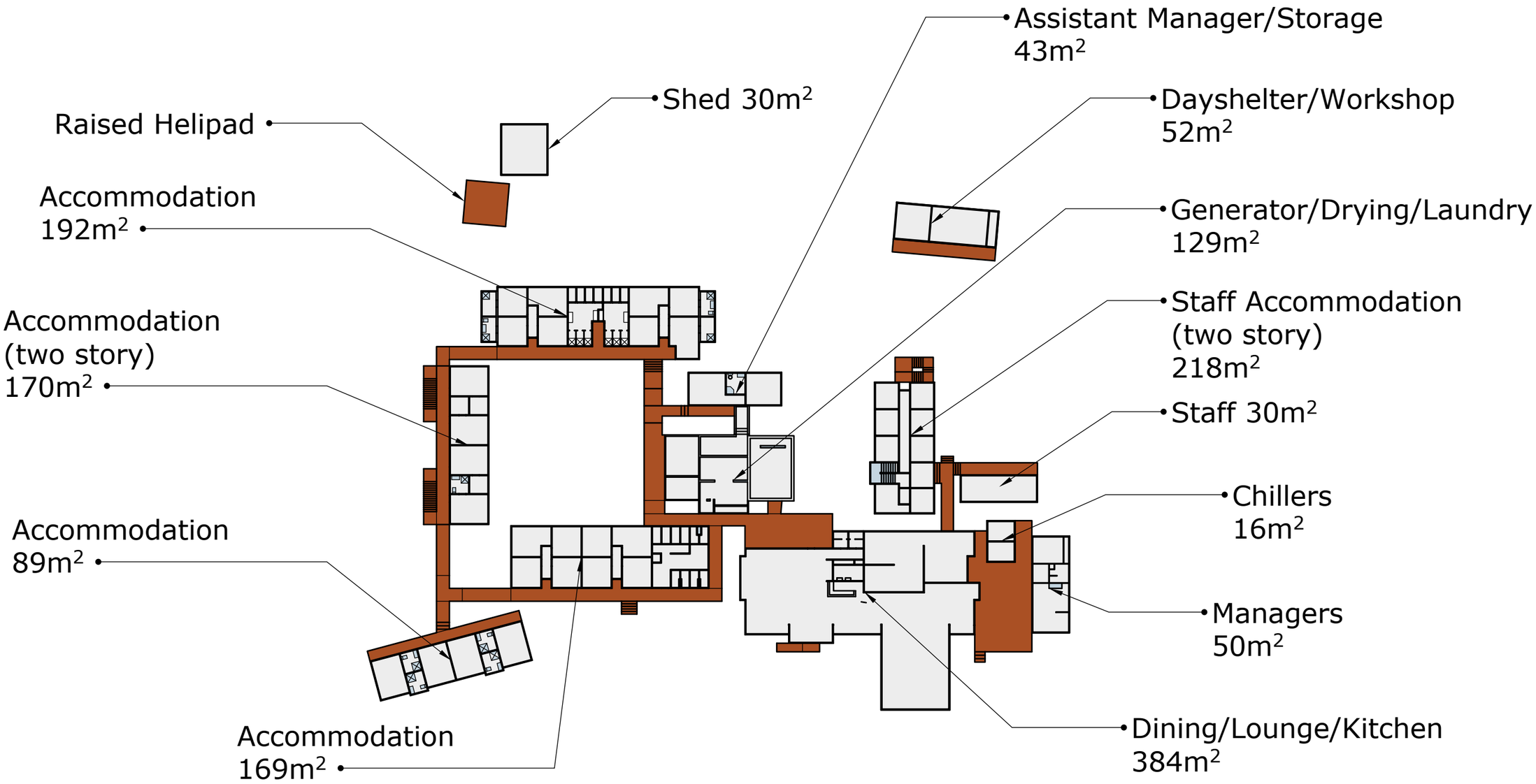
Ultimate Hikes
new zealand



Quintin Lodge

Existing Site Location Plan

Scale = 1:500 @A3



Quintin Lodge

Building Layout

metres 0 5 10 15 20 25 50 75 100

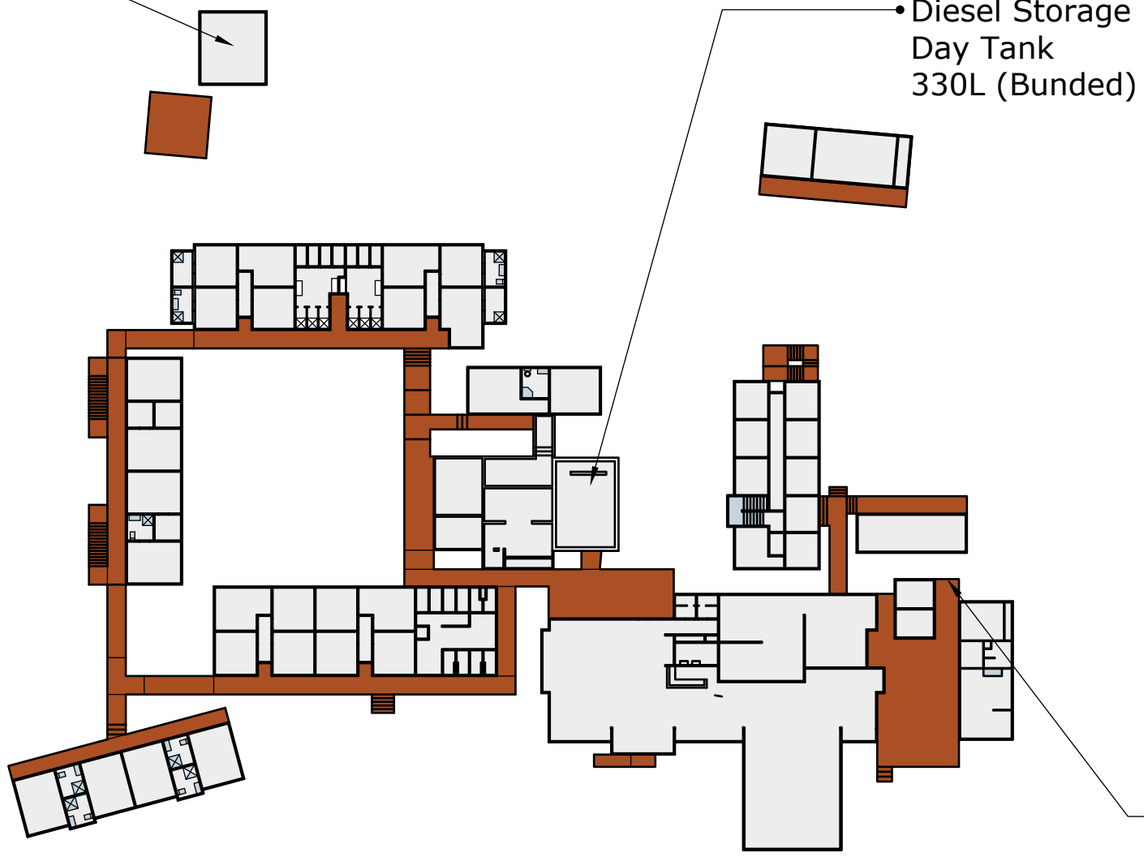
Scale = 1:500 @A3

Key

Walkway/Decking (Total 517m²)

Buildings (Total 1572m²)

Diesel Storage
Tanks 3900L
(Bunded)



Diesel Storage
Day Tank
330L (Bunded)

Photo indicative only

LPG Gas
4x45kg bottles
On 4 bottle manifold

Quintin Lodge

Hazardous Goods

metres 0 5 10 15 20 25 50 75 100

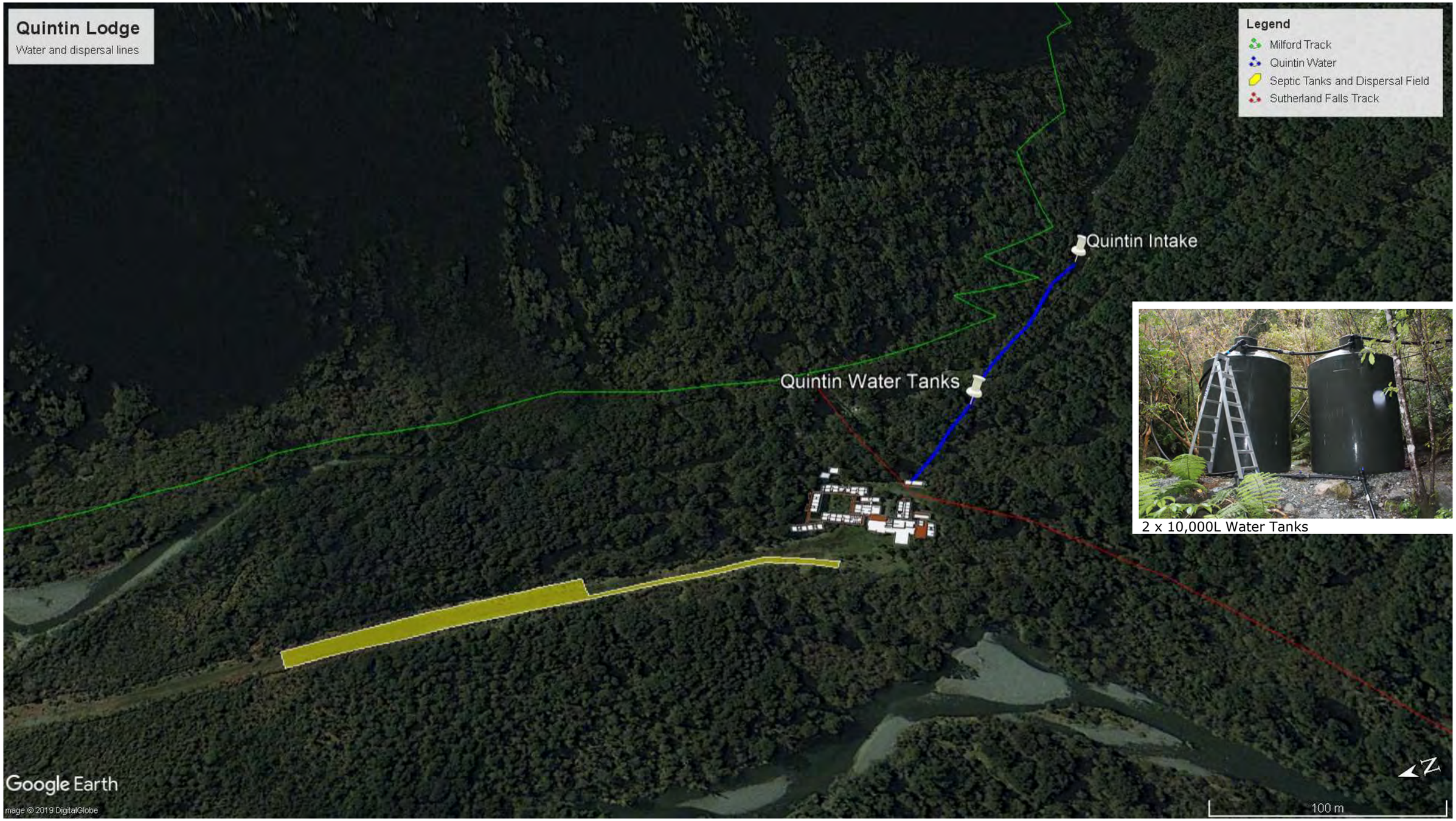
Scale = 1:500 @A3

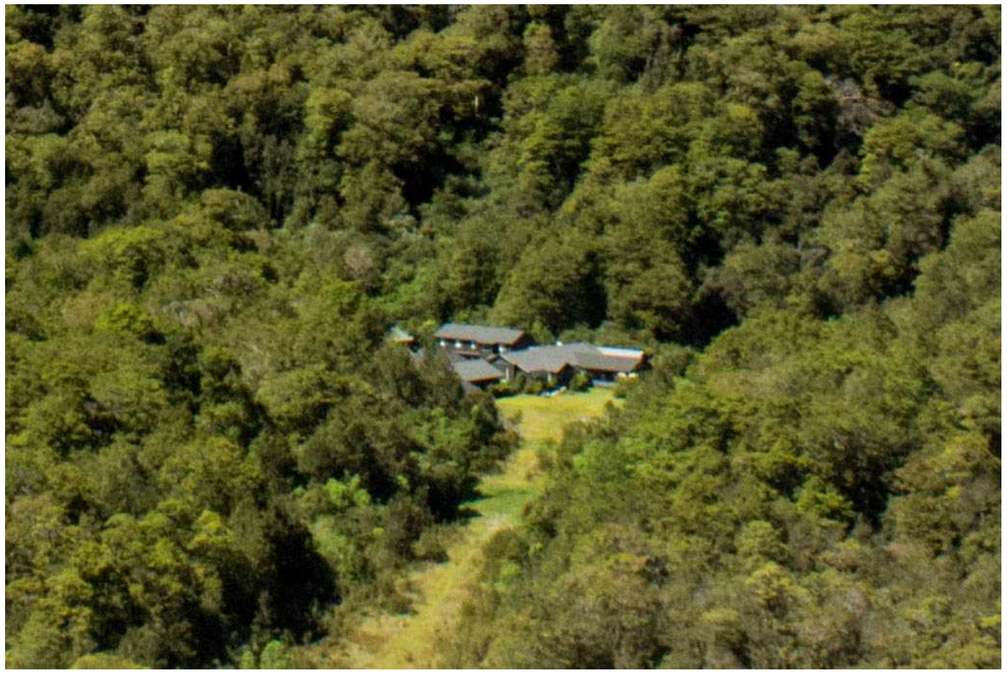
Key

Walkway/Decking (Total 517m²)

Buildings (Total 1572m²)

Ultimate Hikes
new zealand





L

Ultimate Hikes
new zealand

CLINTON RIVER
(North Branch)

Toilet (DOC)

Toilet (DOC)

Helipad

LPG Gas
2 x 45kg bottles

Water Tank
(Rainwater)

44°52'11.42"S
167°50'26.56"E

Milford Track

Hirere Falls Shelter

Existing Site Location Plan

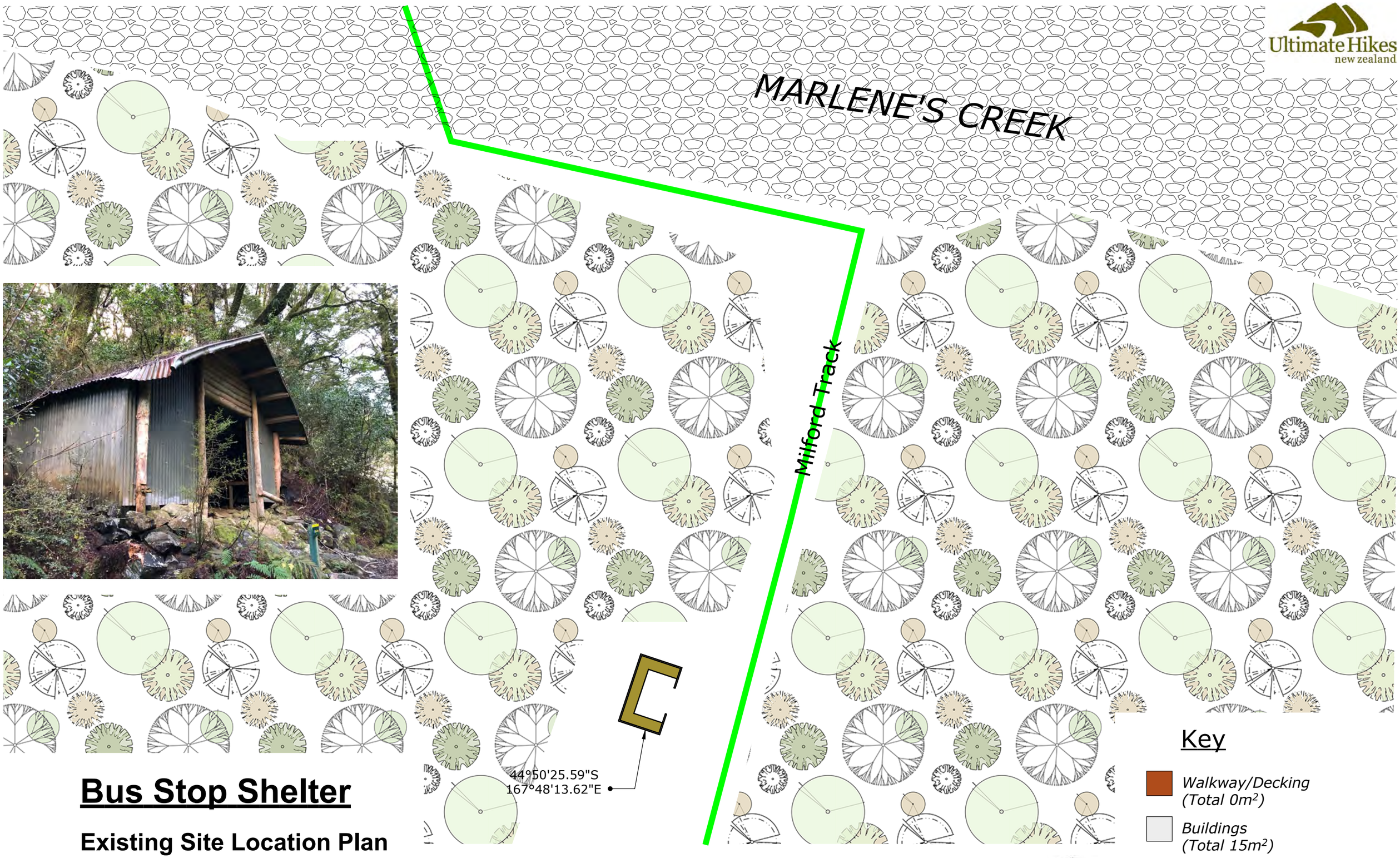
metres 0 5 10 15 20 25 50

Scale = 1:250 @A3

NORTH

Key

- *Walkway/Decking (Total 64m²)*
- *Buildings (Total 33m²)*
- *Water Tank*

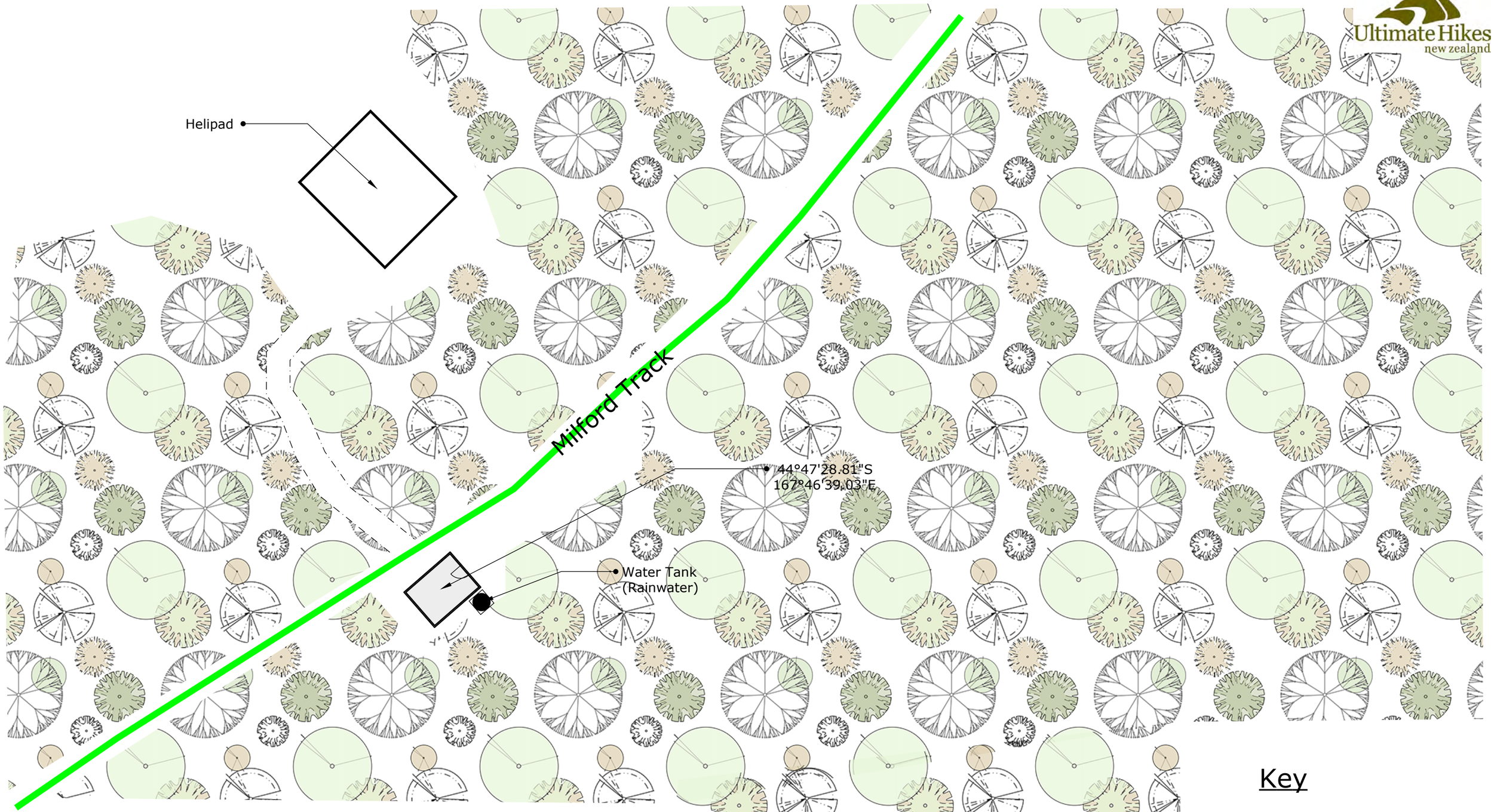


Bus Stop Shelter

Existing Site Location Plan

metres 0 5 10 15 20 25 50

Scale = 1:250 @A3



Crow's Nest Emergency Shelter

Existing Site Location Plan

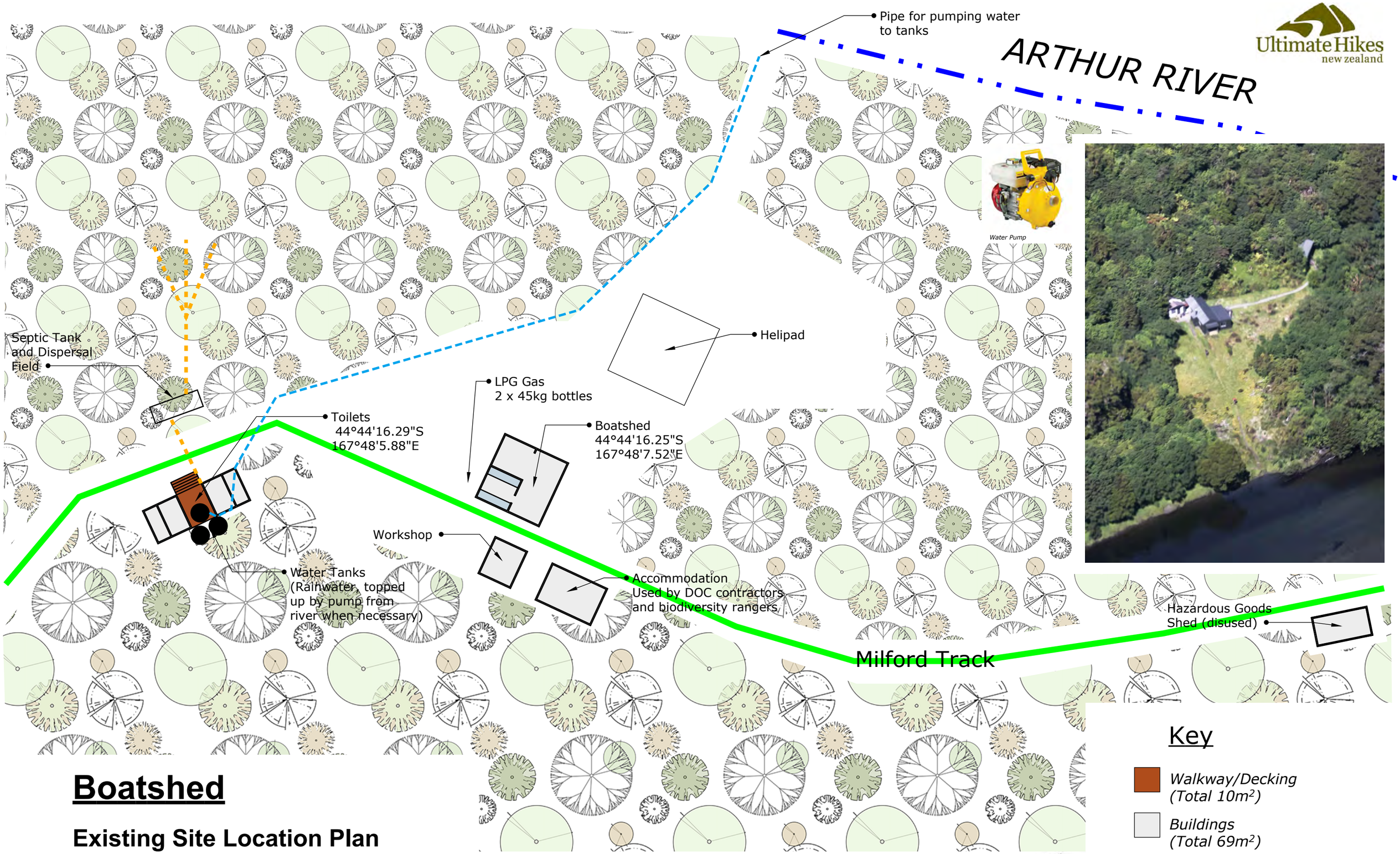
metres 0 5 10 15 20 25 50

Scale = 1:250 @A3

NORTH

Key

- *Walkway/Decking (Total 0m²)*
- *Buildings (Total 12m²)*
- *Water Tank*



Boatshed

Existing Site Location Plan

metres 0 5 10 15 20 25 50

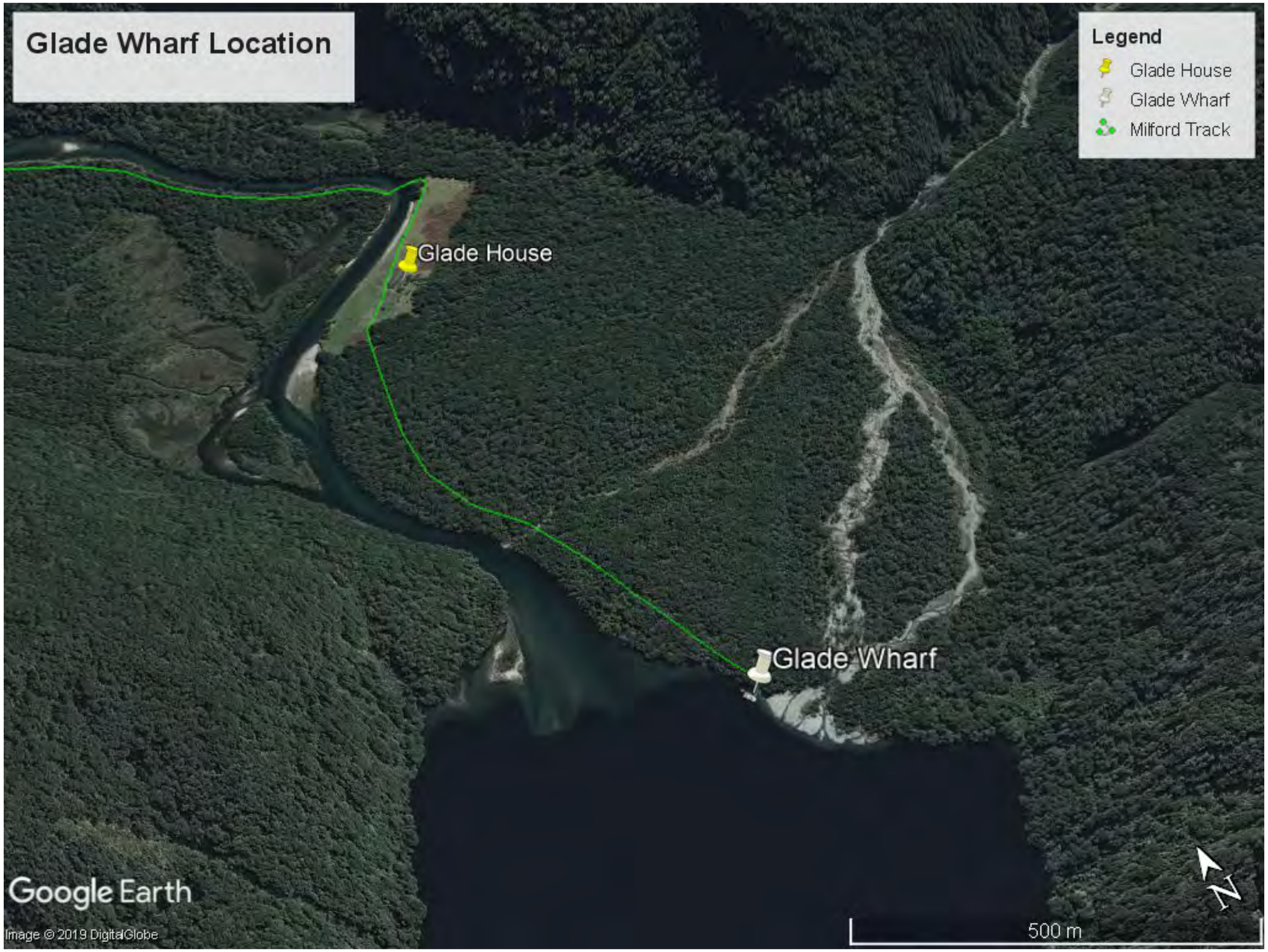
Scale = 1:250 @A3

Ultimate Hikes
new zealand

Glade Wharf

Existing Site Location Plan

Scale = 1:500 @A3


Glade Wharf Location
Legend
Glade House
Glade Wharf
Milford Track
Glade House
Glade Wharf
Google Earth
Image © 2019 DigitalGlobe
500 m
N

Ultimate Hikes
new zealand

Barge Route on Lake Te Anau
Legend
Barge route taken (dependent on weather conditions)
Glade Wharf
Te Anau Downs
94
Google Earth
Image © 2019 DigitalGlobe
Image Landsat / Copernicus
© 2018 Google
7 km
N

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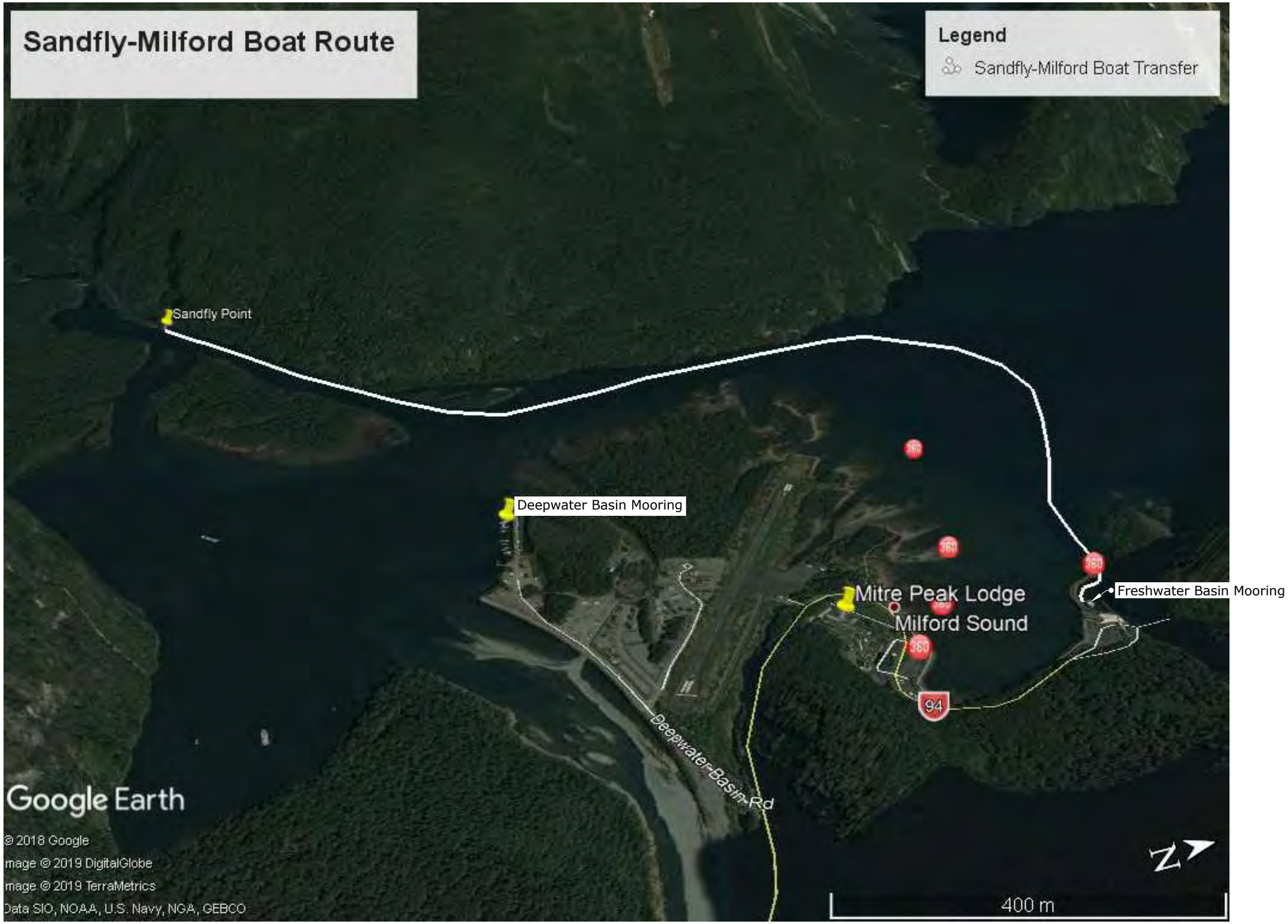
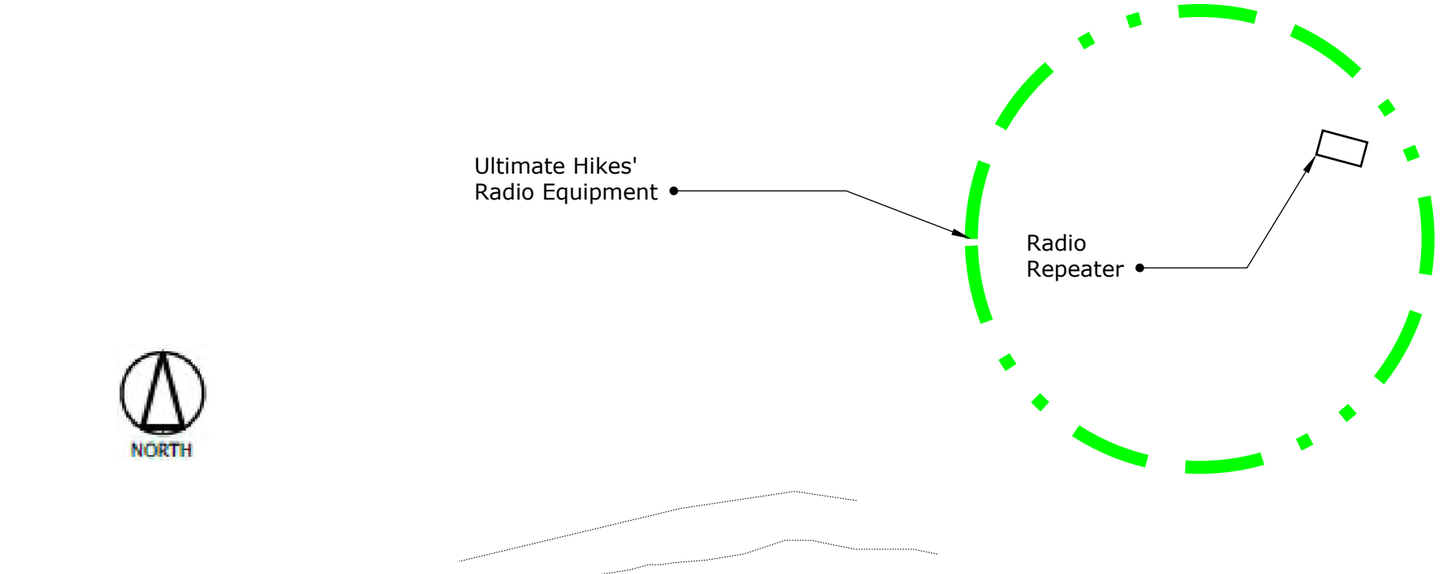
new zealand

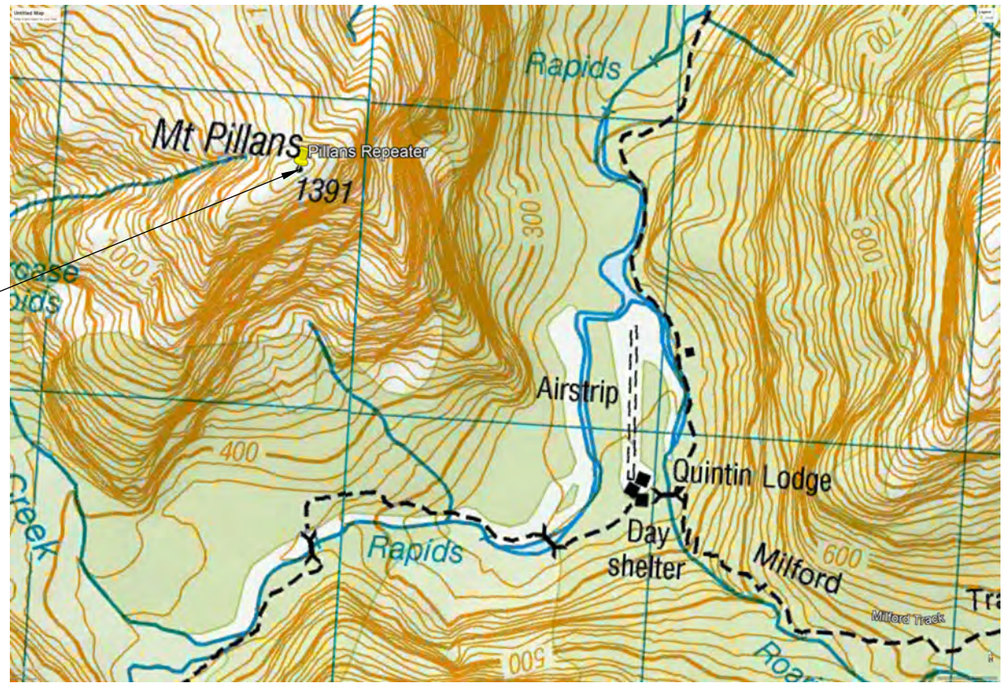


N

Ultimate Hikes
new zealand



44°46'56.02"S
167°44'20.53"E

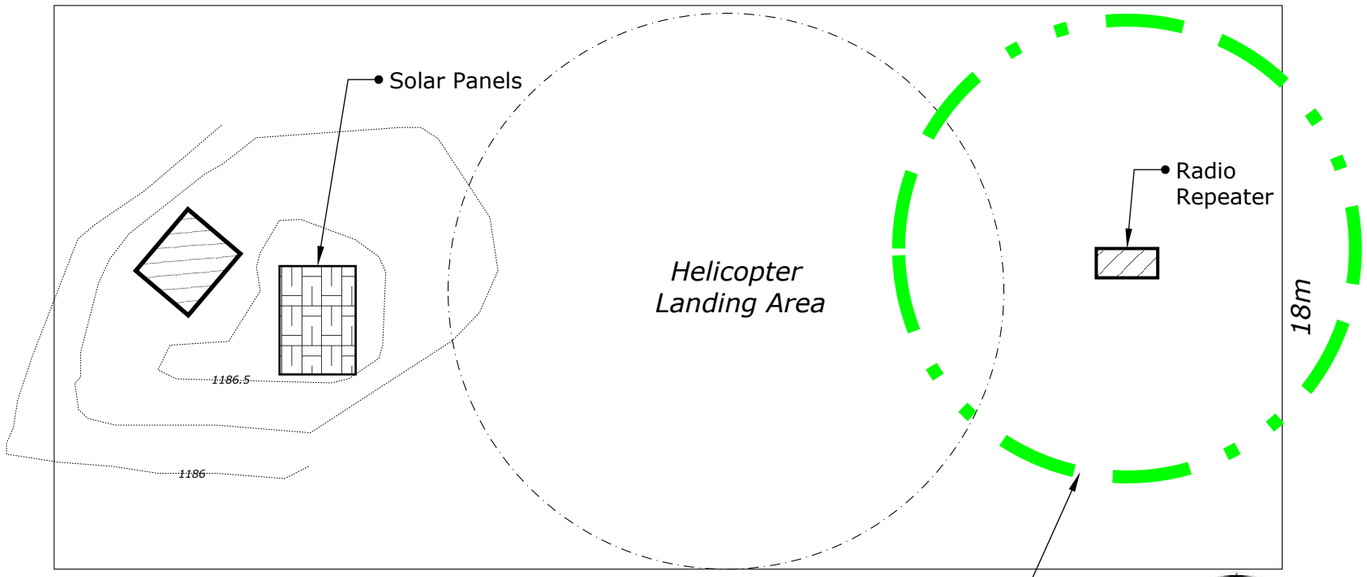


Pillans Repeater

Existing Site Location Plan

metres 0 5 10 15 20 25 50

Scale = 1:250 @A3



metres 0 5 10

Scale = 1:200 @A3

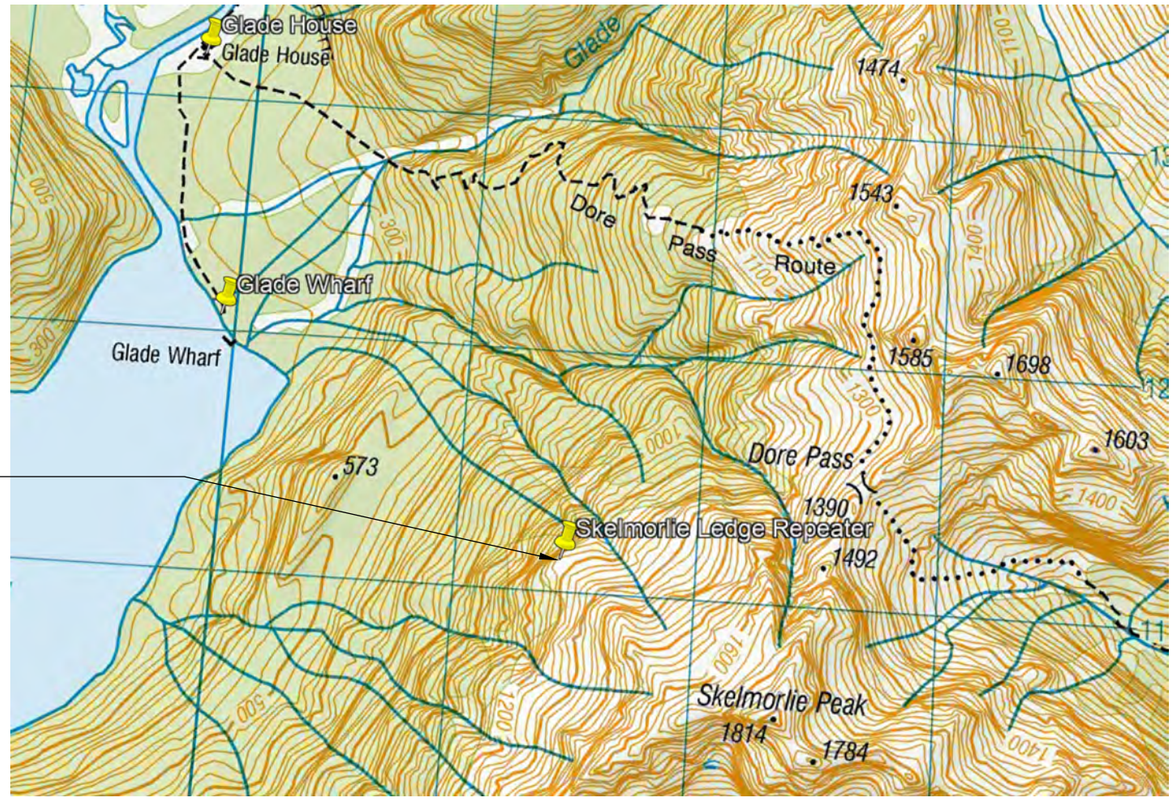
SITE PLAN

NORTH

*Note: This picture is not Ultimate Hikes' equipment, but shows the other equipment at the site

Ultimate Hikes'
Radio Equipment

44°56'28.86"S
167°56'53.54"E



Skelmorlie Ledge Repeater

Existing Site Location Plan

Ultimate Hikes Guides Manual

Milford Track

Version 2-0 29 September 2018

Approved by:

Guide Manager
Tony Phillips

Shaun Liddy
Track Operations Manager

Date: 29/9/18

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Introduction

The purpose of the guiding system is to have a clear understanding of the role each guide has, both on track and also at each lodge. What is described here is the minimum that is required.

Within this manual you will see different tasks split between a **Front Guide**, **Middle Guide(s)** and **Back Guide**. These positions will rotate throughout the trip so you move to different parts of the walking group each day. The standard rotation would be that if you were the Front guide on the first day, you would rotate back in the group to being a Middle guide, then back another position the next day. So if you were a Back guide one day, you would be the Front guide the next, then a Middle guide after that. There are exceptions to this rotation, such as a non-English speaking group needing a certain guide nearby throughout the day (such as Korean or Japanese speaking guides), or weather conditions being such that the Senior/returning guide in consultation with fellow guides decides that a certain guide should be at the front or back. At the start of a season, it may be a few weeks before new guides are put into the Front guide position, as they will need to be very familiar with the track and their role to be able to undertake that role effectively.

Guides should always be looking to make decisions as a team, but the returning guides are ultimately responsible for the final call. Sometimes it will be necessary for the returning guide to change the positioning within the guiding group due to conditions or otherwise, and these instructions should be followed. Once new guides have enough experience on track, the supervisory aspect is less active unless something has gone wrong on the trip.

Group management

Group management is one of the most important parts of our role. Some days when the weather is fine group management can be easy, although there are always a few key points to be sure of. Ensure all walkers are on the correct track and heading in the right direction; all walkers are having a safe experience; and all walkers are into the lodge before dark.

Because of the changeable nature of the environment we operate in, guides will need to continually identify and manage risk levels during the activity. **Guides have the authority to halt the group if you identify increased risk (or combination of risks) that threaten the safety of any person associated with the activity.**

The maximum ratio of walkers to guides that we will have on the Milford Track is 13:1. This is only when trips are full, and is significantly lower in the event of having only 1 or two guides in a group. This ratio is adequate because of the well-defined track, effective spacing of guides in the group and the ability to call on lodge staff for assistance if needed (9 or 10 at each lodge).

The maximum ratio of walkers to guides that we will have on the Grand Traverse is 8:1. This is only when trips are full, and is significantly lower in the event of having only 1 or two guides in a group. This ratio is adequate because of the well-defined track and effective spacing of guides in the group. Guides have the ability to call on lodge staff for assistance (1 at each Greenstone lodge and 5 at each Routeburn lodge).

The maximum ratio of walkers to guides that we will have on the Routeburn Track is 10:1. This is only when trips are full, and is significantly lower in the event of having only 1 or two guides in a group. This ratio is adequate because of the well-defined track, effective spacing of guides in the group and the ability to call on lodge staff for assistance if needed (5 at each lodge).

Standard positioning of guides within the group is described in the Guiding Procedures sections of this document, with specific situations covered at the end of the manual. It is vital that positioning and leadership styles are flexible and able to react to changing circumstances.

Competency required:

Guides are expected to be confident in a range of conditions and situations. The role requires good physical ability, strong decision making and excellent interpersonal skills.
The following table describes the minimum competency expected of an Ultimate Hikes guide, much of which will be dealt with through on-going training.
Experience in the role will help build confidence and aid decision making.

Duties/Responsibilities	*Task/Hazard/Risk*	*Competence needed*	*Physical requirement*	*Training required*	*Qualifications required*
Have equipment and supplies ready when needed	Carry a pack and any supplies	**Know how to use and adjust a pack effectively, able to carry a walkers pack if needed**	Carry 10-15kg for up to 12 hours over rough terrain, up to 20kg for shorter periods		
Group Management	High winds, snow, heavy rain/flooding, thunderstorms, slow walkers, fast walkers, rockfall, landslide, other environmental factors	**Be able to control the pace of the group and bunch up if needed, awareness of spread of group and accounting for whole group. Ability to make a decision to turn a walker (or group) back or for them to be flown off track**	Walk at up to 4 mph to stay at front of group, or as slow as half a mile per hour	Mentoring from return guides, group management strategies, site specific procedures, walking fitness	
Respond to First Aid situations and initiate Emergency Management Procedures	Apply first aid, organise medevac	**Ability to provide first aid to injured/sick people, including decision to medevac or not**	Ability to perform CPR for extended periods	Track based first aid scenarios, familiarisation session with first aid supplies, Emergency Management training	Current first aid qualification
Assess groups ability to walk through flooding	Flooded rivers, lakes and side streams	**Awareness of individuals abilities, actual water conditions and weather. Ability to communicate risks and instruction/expectations to participants and Queenstown, including halting the activity**	Ability to assist groups through flooding and manage themselves in cold, wet conditions	River crossing training, group management training	Ability to achieve NZOIA Bush Walking Leader
Assess groups ability to walk through snow	Deep snow, slippery conditions, cold environment, poor visibility	**Awareness of individuals abilities, underfoot conditions and weather. Ability to communicate risks and instruction/expectations to participants and Queenstown, including halting the activity**	Ability to assist groups through snow/ice and manage themselves in cold, wet conditions	Demonstrate techniques and group management strategies	

Duties/Responsibilities	*Task/Hazard/Risk*	*Competence needed*	*Physical requirement*	*Training required*	*Qualifications required*
Helicopter transfers	Loading groups into helicopter flights to avoid hazardous sections of track	**Ability to safely load and unload passengers and packs into and out of helicopter at remote landing sites and record loads accurately**		Specific helicopter load training	
Safety Briefings	Provide safety and information briefings at key points or in specific situations	**Effective communication to large groups (up to 50 people), ability to recognise if people have not understood**	Ability to project voice	Public speaking tips, peer feedback, briefing notes	
Lodge evacuations	Emergency evacuation	**Ability to follow procedures and instructions from Building Warden. Able to stay calm and account for the group.**		Fire safety training	
Communications	Using VHF radio	**Ability to operate and maintain a handheld or base station VHF radio to communicate with other guides, lodges, DoC or Queenstown**		Radio usage	
Manage Avalanche Hazards	Avalanche risk	**Awareness of specific avalanche paths and ability to follow instructions, manage groups and read signage**		Department of Conservation talk, on site training during walkthrough	

Guiding Procedures - Milford Track

Queenstown to Te Anau

Guide Starting in Queenstown

You are to turn up in your walking uniform with nametag on, packed and ready to go at The Station by 8.00am. Have your pack ready to go, with walking poles stowed point down. Also have your Milford bag labeled, ready to go.
Collect a radio, the trip folder and any supplies.
Check walkers' nametags and attach safety pins while upstairs, making sure you are downstairs **before** 8.15am.
Set up the nametag board in the UHC. Distribute nametags to walkers and check that spelling on our walkers form is correct. If the spelling is incorrect, advise the Ultimate Hikes Centre staff, who will change it in the computer system. Make sure the entrance to the building stays clear of luggage as walkers start arriving.
When the coach is ready to be loaded, a guide should explain the loading procedure to the group.

- Welcome the group to the Milford Track guided walk
- Introduce the driver and guides
- 2 ½ hours to Te Anau, with a toilet stop after 1 ½ hours
- You might want a warm top, camera, water bottle and sunglasses for the coach trip
- If you have walking poles, make sure they are attached to your pack point down
- Bring the pack that you are taking on track to the front compartment
- Bring your Milford bag to the rear compartment

Then assist the driver with stowing luggage in the storage compartments (another guide can help load the transfer bags). **Only load luggage that walkers bring to you**, as walkers need to know that their luggage is safely on board and occasionally there may be luggage in the area that does not actually belong to the group. Any luggage left over should be checked to see if it should actually be loaded. Once loaded, the walkers can board the coach; make sure there are no hot drinks or walking poles taken onboard. When the walkers are on the coach, they should be counted to ensure that everyone is onboard. Once everyone is onboard, inform the UHC staff. The scheduled time of departure is 9.00am.

- Driver will provide commentary until the outskirts of Te Anau. Guides must be quiet when driver is talking to the group.

Coach Commentary to Te Anau

- Driver to provide brief points of interpretation on the way to Te Anau. This is a good chance to introduce some broad concepts to the walking group which can be expanded upon through the following 4 days of walking.
- There will be a short toilet stop at Mossburn on the way to Te Anau. Make sure everyone is back on board before leaving Mossburn.
- Once underway again, driver guide will explain the process for ordering dinner. Pass around the meal list for walkers to choose their meal for the evening.
- On approach to Te Anau, the driver explains the procedure for lunch, and time for departure from Te Anau.

- **Only** if you have seen that someone has a fishing rod, tell them that they need to get their gear checked

Make sure you are available for the walkers, who often have last minute questions or the need to organise themselves. Guides must be in the restaurant with the walkers and keep a close eye on the group to make sure they do not go wandering through town and end up late for departure. You are expected to have lunch with walkers and talk with as many as you can.
Help the walkers who are joining in Te Anau make their decisions on what they want for dinner before advising the Te Anau staff the total numbers on the meal order.
Collect the mailbags, the meal order form and the form for the boat. Start loading the coach at 12.15pm. Hand out the boat tickets to the walkers and make sure everyone is onboard! The coach **must** depart by 12.20pm.

Guide to brief group on procedure once arriving at Te Anau Downs. Also mention the group photo on arrival at Glade House and introduce guides who are joining the group at Te Anau Downs.

- Guides will unload luggage, please stand back while we do this
- Take your backpack and head down to the boat
- Give the skipper your ticket
- Boat journey is just over 1 hour
- You can use the top deck of the boat, but you may need sunscreen/sunglasses/jacket
- There is tea and coffee available on board
- At Glade House we will have a group photo at 3pm before an optional nature walk
- Introduce guides who are joining the group at Te Anau Downs

Boat Loading

The boat departs at 1pm from Te Anau Downs.

<u>Front Guide</u>
Guides must wait for the boat crew to allow access (usually at 12.45pm), then lead group down onto boat and assist in pack storage with boat staff.

<u>Middle/Back Guides</u>
Help the coach driver unload the walkers' packs and supplies for the lodge. Load the supplies onto the boat. Do not ask walkers to help with supplies.

Te Anau Downs to Glade Wharf

On board the boat the guides are to mix and mingle with the group. Guides must be quiet during the safety briefing and commentary. The table is <u>not</u> reserved for guides. Guides should have a discussion on dietary requirements, the group and any operational considerations. Remember to take any supplies for Glade house when you disembark.

Glade Wharf to Glade House

<u>Front Guide</u>

Lead the group up to Glade House and help show people to their rooms.
On completion hand in mailbag and prepare for the group photo and Nature Walk, taking your Radio and First Aid Kit.
Gather at the front of Glade House.

Front Middle Guide
Help the group disembark from the boat.
Make your way through to the front of the group and help show people to their rooms.
Gather with group for the group photo and Nature Walk with Radio and First Aid Kit.

Back Middle Guide
Help the disembarking of the group from the boat.
You may head off once a significant number of the group has moved off. Make your way through the group and help show people to their rooms.
Gather with group for the group photo and Nature Walk with Radio and First Aid Kit.

Back Guide
On arrival at the wharf, assist in unloading the walkers packs and after moving off the wharf remain at the back of the group till Glade House.
Gather with group for the group photo and Nature Walk with Radio and First Aid Kit.

A staff member from Glade House will take the group photo at 3pm before the nature walk begins.

- If there is a fisherman in the group, discuss with them what their plans are, where they can go (between the wharf and the bridge), what time they need to be back and letting us know when they are back.

The Nature Walk and Briefing

Front Guide
Gather the group outside on the front lawn.

- Welcome to Glade House and the Milford Track
- Evacuation Point – Glade House Sign
- Laundry Facilities/Drying Room (Don't put boots, raincoats or packs in there)
- Guide Rooms in case of an emergency
- Clinton River, Mt Sentinel, Dore Pass
- Nature walk is a rough track and is not an indication of what the main trail is like
- Wear boots, use poles if you have them
- Nature Walk will be finished by 5pm
- Bar will be open from 5pm and dinner will be served at 6pm

Divide the group evenly amongst guides.
One or two groups are to go up behind Fisherman's Cottage and the other two are to head towards the Glade Swing Bridge.
The idea is to break the 50 people into a better size for the guide to do interpretation with.

Once the top of the Glade Burn is reached the walkers can drink and rest at the stream. **Guides should head back to Glade House with their group. Because of the number of trap line markers in this area, it can be confusing for our walkers.**

NOTE: The group should be informed that the nature walk is not how the Guided Walk will be conducted over the following days with the classroom style, nor that the surface on the Glade Burn loop is an indication of the main trail.
This is a worry for a majority of walkers after having done it and their minds should be put to rest early in the picture.
The Nature Walk is a great chance for the guides to set the tone to the group and provide some basic knowledge to better enhance the walkers understanding of things both flora/fauna and historical. It is also the first opportunity to assess walkers' ability on rough terrain.

Nature Walk Interpretation Points

- New Zealand's separation from Gondwana and resulting flora/fauna distribution
- Mountain Beech/Silver Beech/Red Beech/Beech mast years
- Introduced species and conservation efforts/predator control
- Carrier pigeons – Telephone line – Radio
- Packhorses – Tractor – Helicopter resupply
- Ancient Maori trail
- Plant and terrain interaction – Shallow root system, tree falls
- Weather – Orographic rainfall
- Old man's beard, Lancewood (Juvenile/Mature), Pepper Tree, Broadleaf, Stinkwood, Totara, Crown Fern, Creek Fern, Hanging Spleenwort, Bracket Fungus, Bamboo Orchid, Easter Orchid, Celery Pine, Tutu, Red Algae
- Any birds seen during the walk

Glade House

Front Guide
After completion of the Nature Walk you should freshen up, have your dinner and be ready for the walkers' dinner at 6pm.
While walkers are eating their main course, meet with the other guides for a daily debrief.
After dinner encourage the party to move through to the lounge area for the evening presentation that you will run.
At 9pm or if most of the walkers have headed off to bed you can finish for the day.

Middle Guide(s)
After completion of the Nature Walk you should freshen up, have your dinner and be ready for the walkers' dinner at 6pm.
While walkers are eating their main course, meet with the other guides for a daily debrief.
On completion of dinner move the group through to the lounge area and assist in evening proceedings.
At 9pm or if most of the walkers have headed off to bed you can finish for the day.

Back Guide

After completion of the Nature Walk you should freshen up, have your dinner and be ready for the walkers' dinner at 6pm.
While walkers are eating their main course, meet with the other guides for a daily debrief.
On completion of dinner move the group through to the lounge area and assist in evening proceedings.
At 9pm or if most of the walkers have headed off to bed you can finish for the day.
NOTE:

- *All guides should get to know which walkers have special dietary requirements, but each night one guide should take charge of this.*
- *Particularly at Glade House, the guides should make a point during the evening of making conversation with each and every member of the group. It is harder than it sounds, as you can easily get involved in in-depth conversations and not get around everyone.*
  This simple little thing can really change things for your group as when they go to bed that night they have at least been acknowledged personally by the guides.
- ***Alcohol is not to be consumed by the guides whilst on duty at any of the lodges on the track.***

Briefing Notes

Welcome everyone to the Milford Track with Maori greeting and English translation.
We will start the evening with group introductions. You will be called up as a country group, and asked to briefly introduce yourself. (*At the Introductions the group is asked to come forward to the front in groups of home country, and introduce themselves by first name, say where they are from and perhaps why they are here to walk the Milford Track.*
This is a great way to ice-break the group, so some gentle encouragement is good, but don't be too pushy. Avoid asking them what they do for a living, as this can set up some barriers to the group bonding. If you would like to know that sort of information, you can find out by talking to them individually).

- Milford Sound is one of the most well known sites in New Zealand. It holds a lot of importance to local Maori, who have collected takiwai pounamu (teardrop greenstone) from here for centuries.
  Europeans first discovered Milford Sound around1812 when the Fiordland area was popular with whalers and sealers.
- Sutherland Falls was discovered by Donald Sutherland in 1880. The attraction of the Sutherland Falls and Milford Sound led the government to look for a route from the head of Lake Te Anau through to Milford.
- Quintin Mackinnon was contracted to cut a track up the Clinton Valley and to look for a potential route to the Arthur Valley.
  He and his companion Ernest Mitchell crossed what is now known as Mackinnon Pass on October 16th 1888.
  From here, they came across the track that Donald Sutherland had made to the Sutherland Falls.
  This was the first time a European had crossed overland from Te Anau to Milford Sound.

Mackinnon became the first guide on the Milford Track, taking people up Lake Te Anau on his whaleboat the 'Juliet'. This journey would sometimes take 2 or 3 days if there wasn't much wind. The track walkers would then make their way along the track to Milford Sound, and then have to retrace their steps as there was no road out of Milford Sound until the 1950's!
Unfortunately, Quintin Mackinnon was drowned in Lake Te Anau in 1892 when his boat sank.

- In 1903, the Government Tourist Department bought Glade House as part of its general administrative takeover of the Milford Track operation.
  The track operation became privately owned in 1990 and the concession was taken over by its current owners in 1992.

- The evacuation point in the event of an emergency is at the Glade House sign.
  If you need a guide during the night, the guide's quarters are behind the kitchen/lounge area.

  - 10.00pm Generator off
  - 6.45am Generator on – Nespresso Coffee will be available
  - 7.00am Showers ready
  - 7.00am - 7.50am Lunch can be made – You can make sandwiches, wraps or salads. Please re-use salad containers through the walk
  - 7.50am - 8.20am Breakfast in dining room
  - 8.30am - 9.00am Walkers may leave Glade House

- Meal List: Please choose your meal for tomorrow night before you go to bed this evening. The options are **Cornfed Chicken Breast, Roasted with Preserved Lemon, Garlic & Herbs**, Or **Slow Cooked Rendang of Southland Beef with Coconut, Lemongrass & Spices**, Or **Baked Field Mushrooms with Spinach, Feta & Caramelised Onion, topped with Aioli**.
- Bar List: When you purchase a drink at the bar, it is charged to your tab. This will need to be signed for in the morning. Bar tabs can be paid at Mitre Peak Lodge, the last night of your trip.
- Please sign the visitor book in the foyer. We have visitor's books dating back over 50 years on the bookshelf in the lounge.
- There is a museum at Glade House, located behind the foyer at the front of Glade House. This is the only museum on the track.
- Please wear your nametag, it helps everyone learn your name and avoids confusion.
- If you need to send any excess gear off the track, please give it to a guide before you leave Glade House. The gear will be forwarded to Mitre Peak Lodge to await your arrival. This is the only lodge where you will have this option.
- In the morning your guides will help you with your backpacks and walking poles.
- Hot Water Bottles – Fill from the bathroom or bring to us to fill it for you.
- Lunch Boxes – If you use one of our plastic lunchboxes, please reuse it for the duration of the trip. You can rinse it out each night in the laundry sink.

- **Glade house from Dore Pass looking toward Mt Sentinel**

We will follow the Clinton River as far as Mt Sentinel; from here we will head up the West Branch of the Clinton River.

- **Mile Marker**

There is one of these every mile on the Milford Track. Tomorrows walk will be 10 miles. We have already walked nearly 1 mile.

- **Side Walks**

Whenever you go on a side walk, please leave your pack on the main track so the guides know where you are. This is very important. If you are going into a hut, you may take your backpack with you as this is part of the main track.

Wetlands

There will be a guide at the Wetland Walk to explain its unique features.

- **Clinton Hut**

This is the independent walkers' hut. Good place for a morning snack. There are flush toilets here. There are rubbish and recycling bins available at all our lodges, but not on the track itself. Please carry rubbish and food scraps with you for disposal at the following lodge. There are toilet facilities along the trail. However, if you need to go and there is no toilet around. Please make sure you are 50 meters away from a water source.

- **Big Slip**

Just before the 7 mile marker. A big slip came down in 1982 and dammed the Clinton River, causing Dead Lake to be formed.

Dead Lake

Named for the drowned beech trees that died. Dead Lake is only 10 minutes before the lunch hut. You will probably be able to see lots of trout in this lake.

- **Hirere Falls Lunch Hut**

A sign will point the way into Hirere where hot drinks are available. There is a toilet and a shelter here. From Hirere Falls there are 3 ½ miles to Pompolona Lodge.

- **Hidden Lake**

This is formed by avalanches. The side track rejoins the main track further on, so it is not necessary to leave packs at the sign.

- **Pompolona 1983**

In 1983 a flood caused by a snow avalanche washed away the ground under Pompolona Lodge. Pompolona was rebuilt in six weeks.

- **New Pompolona**

There is a sign pointing into Pompolona Lodge **before** the 11 mile marker. You must check in with the host. There are rubbish bins here.

- **Battle For Our Birds**

Why our native birds are under threat, what happens in a mast year and the outcomes we face if we do nothing. Cover a summary of what the battle for our birds program is,

Next Morning

Be in the lounge at 7.30am to mingle with the group. You should be packed and ready to go.
Be available to answer questions and help walkers as they finish breakfast and prepare to leave.
Check that you have any supplies for Hirere.

Wait for walkers at the front of the lodge from 8.20am.

Front Guide
When the first of the group head off you should wander off with them.

Middle Guide(s)
Front middle guide should have the black folder.
Help with pack adjustments, taking photo's etc.
Front middle guide should leave about halfway through the group, and the back middle guide should leave around the back of the group.

Back Guide
Help see off the walkers and adjust packs etc.
Once everyone has gone, do a room check to see if anyone has left any possessions behind, shelves and under the bunks are places you often find torches etc. While searching for lost property collect used towels from the bunkrooms and en-suites for the laundry.
Remember to check the bathrooms and also the lounge and drying room as well.
Then farewell the lodge and head off to catch the back of the group.
The back guide should leave within 15 minutes of the back walker and always be able to catch the back of the group before they reach the Wetland walk.

Glade House to Hirere Falls

Front Guide
Take the lead, preferably before the Wetland Walk, then pace the front walkers better by pointing out things and encouraging them to do the sidewalks such as the Wetland Walk, Clinton Hut etc.
When arriving at these main sidewalks, it is better to stay on the junction instead of following them in, as the next group may carry on, leaving you behind. If while you are waiting someone comes along and does not wish to do the sidewalk, don't force them to, instead carry on with them, staying at the front of the group.
As you near Hirere Falls shelter you can say to the front-runners that you are going ahead to prepare the lunch shelter. There is really no need to do this before the 6 Mile marker as correct technique can have the hut ready in a very short time.

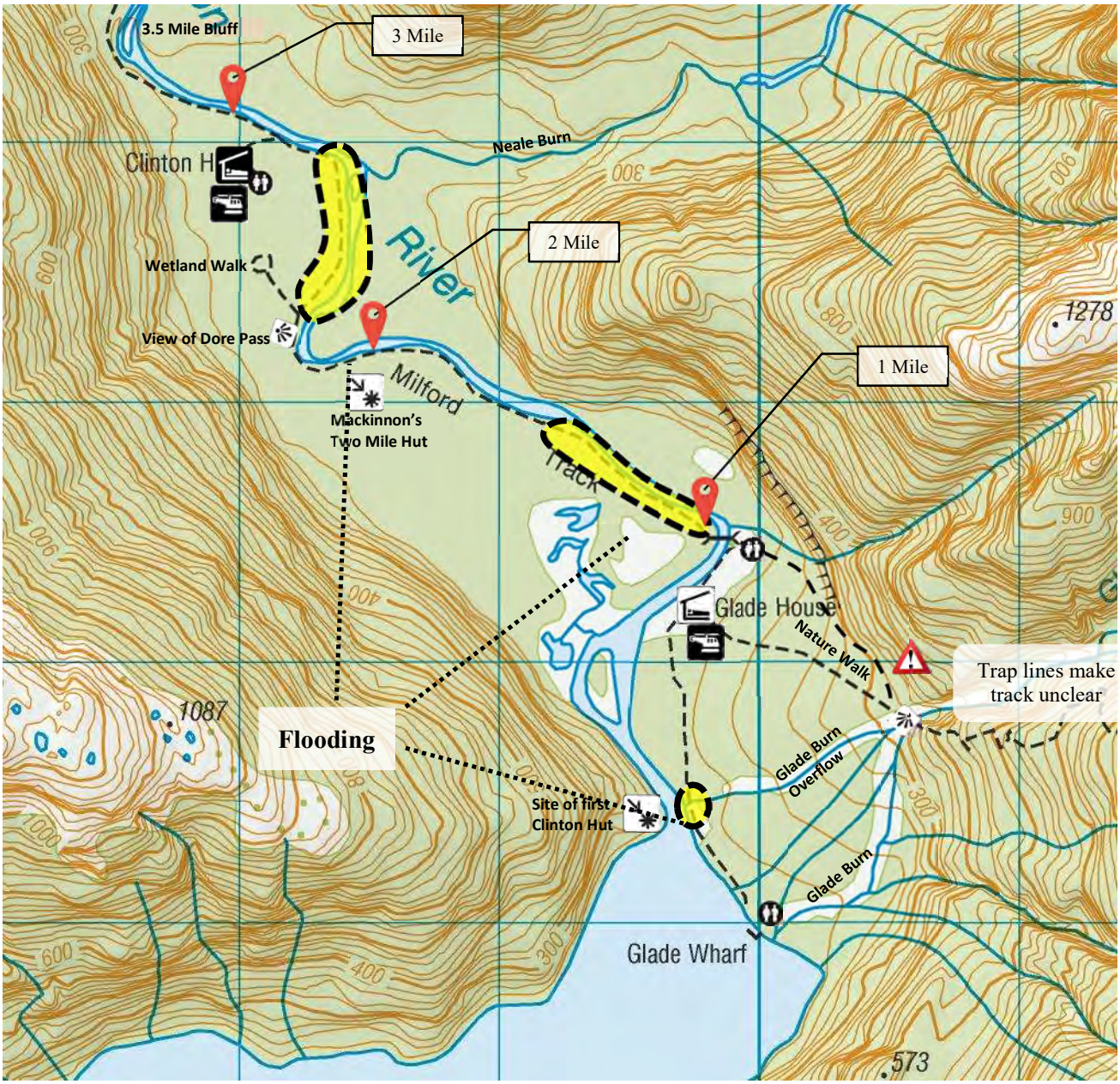
Middle Guide(s)
Walk your way through the group, encouraging them, answering questions and generally being someone the majority of the group will see between Glade and Hirere.
You may find some people want to group up and walk with you or some wish to walk alone. It is up to your judgment to assess this and respond accordingly.
At the wetland walk the Front Middle Guide should have caught up with some of the front walkers and will stay at the Wetlands providing interpretation until the Back Middle Guide arrives. This is also the case at Clinton Hut, although not as vital.

Back Guide
Keep an eye out for walkers who may have left the main track and always check the Wetland Walk and Clinton Hut including the chopper pad out the back, the old Clinton Forks

hut site and other main side diversions. The walkers are told to leave a pack by the track if they leave the main track, but sometimes they forget.
You will find that the group are often slow for the first few miles, as they are still getting the right combination of clothing, pack adjustments right and all the bush is new and interesting. Also with the Wetland Walk and Clinton Hut, it makes for the first 2 miles being slower. Keep an eye on the time and they should average a 2-mile an hour pace after that first 2 miles.
You may also get a feeling for how the last people are going to go on the following day.
If they are struggling along this stretch, you should take note and have a chat to the other guides about it. **However not on the radio unless extremely bad.**
After you have cleared the old Clinton Forks Hut site with the back walkers, radio to the Front Guide at Hirere and notify of passing this point. Under normal circumstances it takes about 1 hour from here to Hirere Falls Shelter.

Glade House to Hirere Falls Interpretation Points

- Glade Swing bridge – Fifth one at this site
- Flooding
- Site of Mackinnon's Two Mile Hut
- Wetland Walk – Sundew, Bog Pine, Sun Orchid, Bladderwort, Manuka, Turpentine Scrub, Sphagnum Moss
- Clinton Hut – Role of DOC staff
- Old phone box just before 4 Mile
- Ike McCann's Hut just after 4 mile
- Machinery Beach
- Old Clinton Forks Hut site
- Big Slip site – Regeneration, formation of Dead Lake
- Old Six Mile Inn site
- Native Eels, Introduced Trout
- Green Hooded Orchid, Beech Strawberry
- Birds – South Island Bush Robin, Rifleman, Bellbird, Tui, Paradise Shelduck, Blue Duck, Brown Creeper, Grey Warbler, Yellow Crowned Parakeet


3.5 Mile Bluff
3 Mile
Neale Burn
Clinton H
Wetland Walk
2 Mile
River
View of Dore Pass
Milford
Mackinnon's
Two Mile Hut
1 Mile
Track
Glade House
Nature Walk
Trap lines make
track unclear
1087
Flooding
Glade Burn
Overflow
Site of first
Clinton Hut
Glade Burn
Glade Wharf
1278
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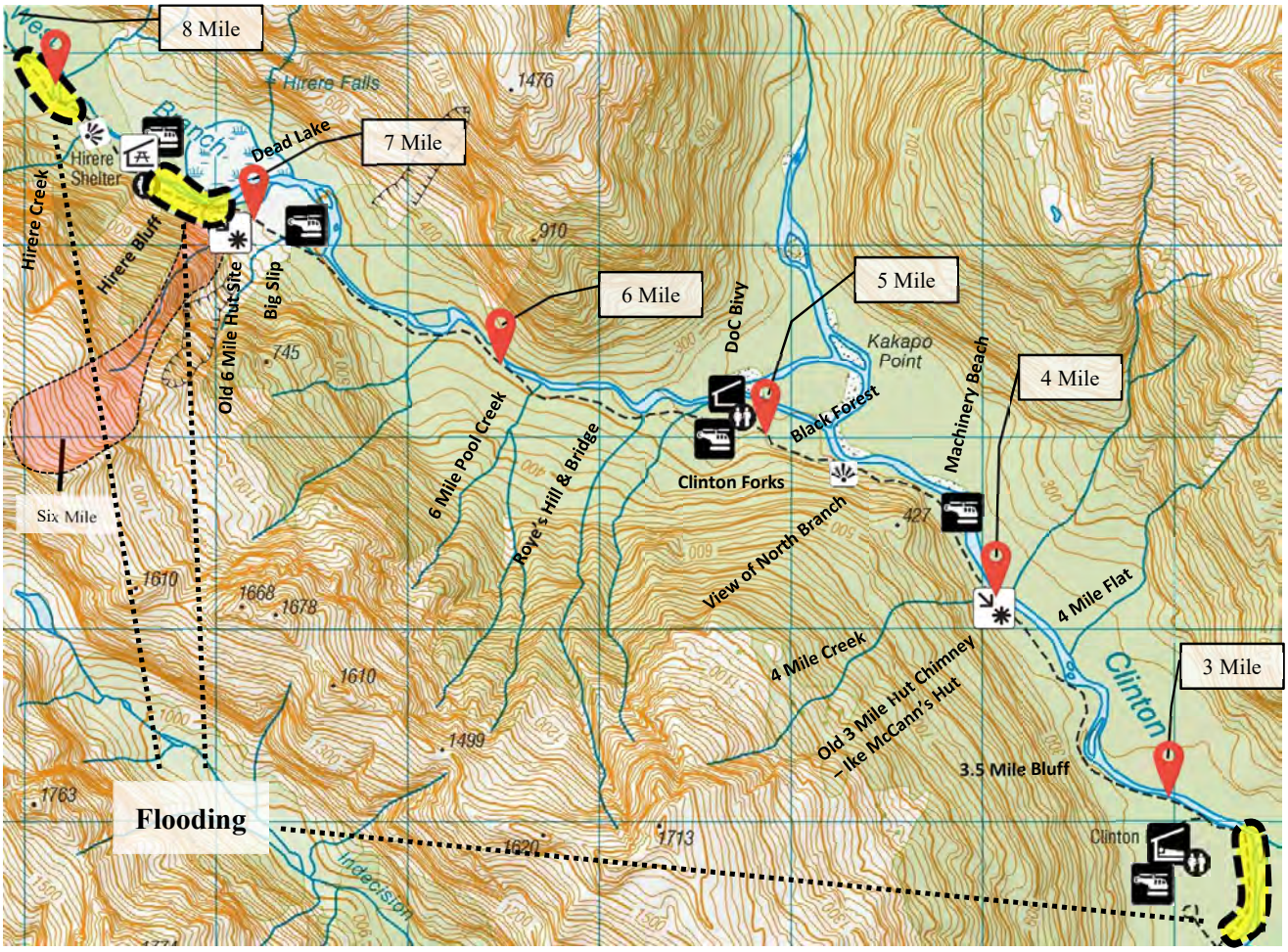


Glade House to Hirere Falls Hazards

This area can be subject to flooding. If flooding is looking likely, the normal procedure is for the Front Guide to go out early before breakfast to assess the conditions over the bridge. They might go as far as the Wetland Walk and by being in contact with the Clinton Hut Ranger they will have some idea of the likely conditions ahead. Whenever conditions could stop the movement of a track party, it is important we collect as much accurate information as we can, so that when in communication with the Operations Team we have a clear idea of what is going on, making the decision on what to do a lot easier.

If we walk the group, they will need to be kept close together, with a guide in front.

The main area of flooding is just after the Big Slip, due to the restriction in the valley the water pools up fairly fast behind it and floods over the track, waist deep or more at times. This area is known as Dead Lake. This is not a problem in that the water is not moving, however it is dark and dirty and the presence of a guide here is very important. If the walker steps off the raised track they are going to end up in water over their heads.

Some people think it is great fun, but be aware that some may not see it as such.

In the event of reaching Hirere Falls Shelter after negotiating deep water at Dead Lake and the water level of the river is advancing up the lawn with continued heavy rain falling, a threat of being 'trapped' at Hirere Falls is very real. The only real option of flying from this section of track is the Big Slip and you need to be able to retreat there if needed.

That is why on such days the guides have to keep the groups relatively close together so actions such as evacuations can be carried out swiftly and efficiently.

NOTE: *Communication with the Operations Team in these circumstances is paramount.*
They have the experience and responsibility of coordinating solutions or evacuation procedures.
It is important that they are aware of what is potentially cropping up at an early stage so plans can be made. Don't be afraid of getting on the radio, as that is the primary reason it is there.

Hirere Falls Operation

At Hirere Falls, you need to change to the 'Pillans' radio channel (usually number 6 on your radio).

Front Guide
On arriving at Hirere Falls, unlock the hut using the door code.
Then the first thing should be to get the gas on to boil the water.
Start out with the big urn with about 10cm of water in it. Once the big urn is boiling, this can be used solely for pouring drinks, topping up with the smaller kettles as needed.
The second job is to give the toilet a clean and stock with toilet rolls.
Gloves should be used and afterwards clean hands and use sanitiser.
You can then prepare the lunch drinks, mix Raro, milk and fill sugar bowls etc…
If the gas bottle has run out, turn it off, switch over to the full bottle and radio Queenstown to let them know that the lunch hut needs a new bottle.
It is a good idea to lock the front door, as walkers aren't encouraged into the hut. The exception is when they wish to change behind the curtain, for medical treatment or in times of small groups and bad conditions.
Once the Middle Guide(s) arrives, use this as a chance to get out of the hut and walk around and see the group.
We don't want to give the "them and us" feeling with the guides sitting inside having a gossip and the group stuck outside. Get out and wander around amongst them.
NOTE: *The guides are not to prepare and cook up a banquet of steak or otherwise for their lunch! This does not go down well for the walkers sitting outside having sandwiches and biscuits. Think how you would feel. Some other foods like leftovers from last nights dinner are OK, particularly on the Pass where the guides are expected to work in cold conditions and perform energetically. This rule applies to all the lunch huts and Boatshed.*
Radio to Pompolona when the first of the group leave Hirere ("Pompolona, Pompolona from Hirere", "First walkers on their way")
After the last of the group has moved on, clean up and lock up, ensuring gas is turned off before following the group.

Middle Guide(s)
On arriving at Hirere, assist the Front Guide with hut duties, allowing them to have lunch.
Once you have had lunch yourself and a number of people have moved off, you can make your way to Pompolona.

Back Guide

Assist Front Guide and have lunch.
Leave with the last walkers collecting any rubbish and wet tea towels and carry to Pompolona.

Hirere Falls to Pompolona Lodge

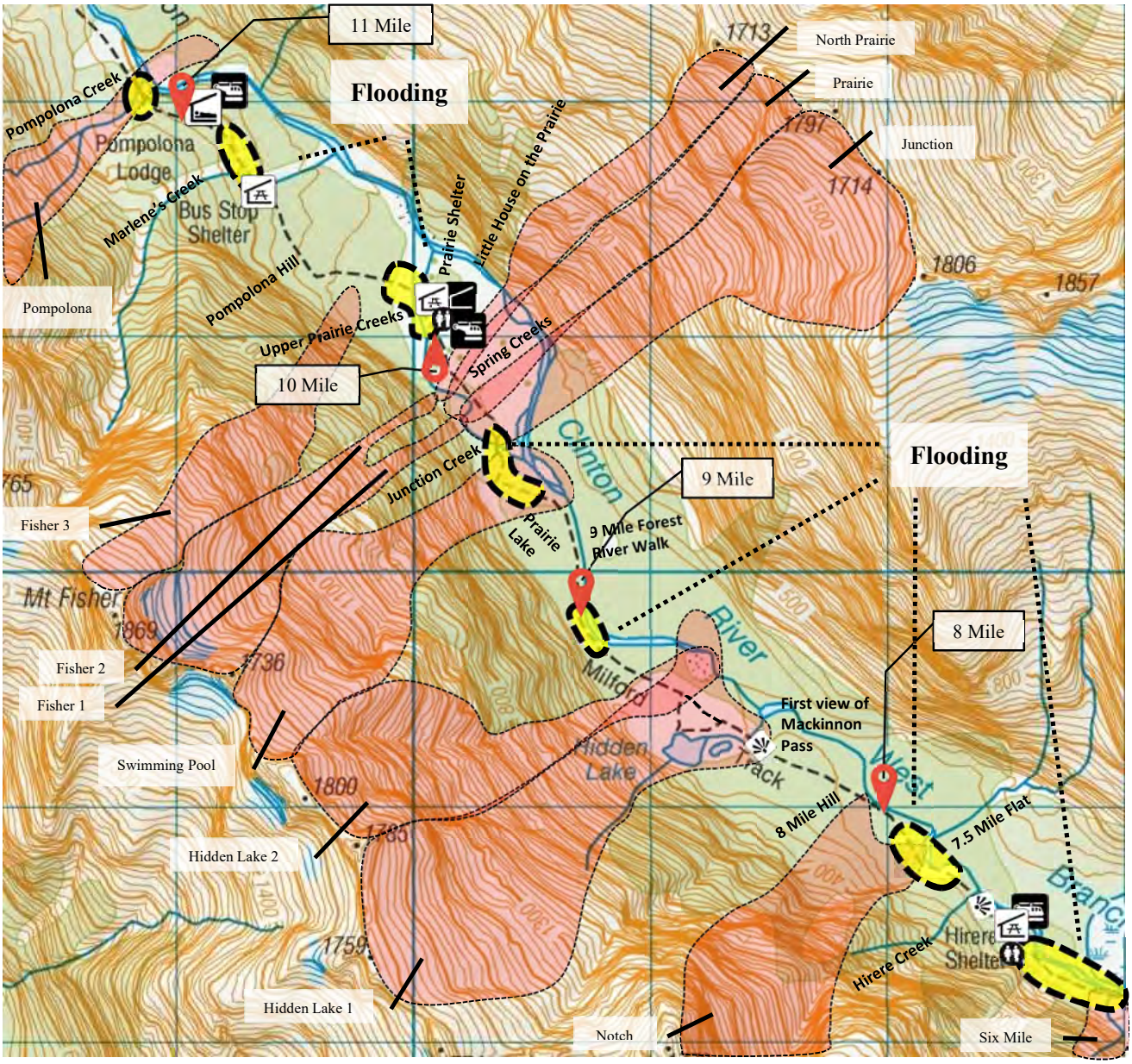
Front Guide
Remain at back of the group till Pompolona.
Often on fine days walkers will go for a swim etc. and just take their time. A normal walking pace takes about 1 ½ hours to get to Pompolona, and so some groups want to spend the time out on the track instead of the lodge. Keep an eye on the time so that the group isn't rushing to dinner.
Take a careful note of how the tail-enders are doing climbing Pompolona Hill, as this will give you some idea of their performance the next day. Also, if there is someone you are worried about, and they are not at the back with you, the Back Guide who is in front of you could be told to keep an eye out for them to see how they are coping with it.
On arriving at Pompolona, check with the Host that everyone is accounted for.

Middle Guide(s)
After leaving Hirere Falls, walk through the group answering any questions on the way to Marlene's Creek. Stay at Marlene's Creek, helping walkers through the rough sections until the next guide arrives.
Hand in mailbag on arrival at Pompolona.

Back Guide
Move through the tail end of the group, but not too far beyond. You may want to keep an eye on some people that aren't last but are struggling.
Provide information for those that ask and point out things of interest.
Stay at Marlene's Creek until all but the last walkers have come through.

Hirere Falls to Pompolona Lodge Interpretation Points

- Glacial formation – U shaped valley
- Avalanche impact tarns – Hidden Lake, Prairie Lake
- Bus Stop shelter
- Marlene's Creek
- Mountain Holly, Mountain Ribbonwood
- Birds – New Zealand Scaup, New Zealand Falcon



Hirere Falls to Pompolona Lodge Hazards

Flooding is encountered in this stretch and it is also your first encounter with the famous Fiordland snow avalanche paths.

In the case of flooding, after regrouping at Hirere Falls, the party can proceed once a guide has scouted ahead and confirmed that it will be safe to continue. Someone from Pompolona may come down and check some of the rivers to be crossed nearer Pompolona. Keep the group close together.

Marlene's Creek, the track shortly after Hirere and the rivers just before and after Prairie Lake are problem spots, in some sections the main river flows over the bank and onto the track. There are a number of other sites that can be a bit tricky, so it is important that a guide is stationed at problem spots to help walkers through, and then go to the next problem spot once relieved by the next guide. Extreme care is required in such conditions.

In the case of avalanche risk, the side tracks will be closed at the Hidden Lake area and Prairie Lake, as both are formed by regular impacts from avalanche.
In extreme risk we will use alternative means for walker transportation.

Pompolona Lodge

Front Guide
Shower and have a break. Have dinner in the staff room with the other staff. Be available in the lounge from 6pm. Start organizing dinner service from 6.15pm.
While walkers are eating their main course, meet with the other guides for a daily debrief.
After dinner service, be present at the Slide Briefing and assist with first aid duties.
Once slideshow and first aid is done you can finish for the day.

Middle Guide(s)
On arriving at the lodge, hand in the Pompolona mailbag.
Shower and have a break. Have dinner in the staff room with the other staff. Be available in the lounge from 6pm. Start organizing dinner service from 6.15pm.
While walkers are eating their main course, meet with the other guides for a daily debrief.
Call Quintin Lodge by phone and talk to the Pass Hut guide about the group and any weather issues.
After dinner, be present at the Slide Briefing and assist with first aid duties.
Once slideshow and first aid is done you can finish for the day.

Back Guide
Shower and have a break. Have dinner in the staff room with the other staff. Be available in the lounge from 6pm. Start organizing dinner service from 6.15pm.
While walkers are eating their main course, meet with the other guides for a daily debrief.
After dinner, present the Slide Briefing and assist with first aid duties.
Once slideshow and first aid is done you can finish for the day.

Briefing Notes

The Pompolona and Quintin briefings should be shared amongst the guides, except perhaps at the start of the season, when the return guides will be demonstrating the briefings for the new guides.
The Pompolona briefing is an important one as the following day has potentially the greatest risk to our walkers. It is important that they are aware of some of the safety points that apply.
Also mention the Emergency procedure and assembly points for the lodge.
It is worth keeping in mind that a lot of people worry about the following day, and after explaining all the safety procedures and warm clothing etc. a little bit of reassurance doesn't go amiss, as many nights of sleep have been lost to walkers worrying that tomorrow is going to be hell.
The Briefing will be demonstrated to you during training.

- Kea – Conservation Story
  Cover a few Kea facts, what UH is doing to help the Kea and how our walkers can make a donation and what this money would be used for.

- The evacuation point in the event of an emergency is at the Pompolona sign.
  If you need a guide during the night, the guide's quarters are down the boardwalk behind the drying room.
- Meal List: Please choose your meal for tomorrow night before you go to bed this evening. The options are **Canterbury Beef Rib-Eye Steak with Peppercorn Sauce**, Or **Crumbed Deep Sea Dory with Tartare Sauce and Lemon** (White Fish), Or **Lentil Hotpot**.
- Bar List: When you purchase a drink at the bar, it is charged to your tab. This will need to be signed for in the morning. Bar tabs can be paid at Mitre Peak Lodge, the last night of your trip.
- There will be a First Aid session after dinner tonight if you have sore feet or blisters.

- 10.00pm Generator off
- 6.15am Generator on
- 6.25am Showers ready
- 6.30am - 7.00am Lunch can be made
- 6.50am - 7.20am Breakfast in dining room
- 7.30am - 7.45am Walkers may leave Pompolona

- **Clinton Canyon**
  When you leave tomorrow morning, go back to the sign where you came into Pompolona and turn right at the arrow (uphill). At the head of the valley, we will climb up the practice hill and then Mackinnon Pass.
- **Mintaro Hut**
  This is where the independent walkers' hut is. This is the last toilet before Pass Hut and the last guaranteed water before Pass Hut, make sure you fill your water bottle and keep well hydrated. The pass is straight ahead, with Mt Hart on the left.
- **Zigzags**
  Gradient 1/8. The zigzags have a very rocky surface. Avoid the green rocks if possible they can be slippery. There are 11 main zigzags, and 6 short extras (because of a landslide in 2004). Take your time, it's not a race. If it is cold, it is a good idea to put an extra layer of clothing on when you get above the tree-line.
- **Mackinnon Pass**
  The weather can change very quickly on MacKinnon Pass, so be prepared. It is a good idea to pack your warm clothing at the top of your pack, so you can get to it quickly in case it gets cold.
  The Memorial was erected in honour of Quintin Mackinnon who discovered the Pass. We will have hot drinks here.
- **Highest Point**
  From the Memorial there is 20-30minutes of walking to Pass Hut. The highest point of the track is on this section (1154m).
- **Pass Hut**

Here we have hot drinks, water and toilet facilities available. Have a good rest and eat something here. The door to the guided shelter is to the left of the independent shelter.

- **Downhill Section/Track Surface**
  To Pass Hut we go up 700 meters over 6 miles, then down 900 meters over 3 ½ miles to Quintin Lodge. Make sure to extend your walking poles if you have them. If your knees are getting sore, try taking the bigger steps sideways. It is a very good idea to trim your toenails here at Pompolona. On this section of track there is a turnoff for the emergency track, only used if there is avalanche danger.
- **Anderson Cascades**
  After the 18mile marker there is a beautiful waterfall section. Lots of boardwalk and metal stairs, which can be very slippery. 5 minutes after this boardwalk section you will came across a shelter and a toilet. At this point you will be halfway down the Pass. Have a good rest and eat something here.
- **Quintin Lodge**
  20-30 minutes after the 20 mile marker you will arrive at the bottom of the hill. Cross the swing bridge to Quintin Lodge. Make sure you report to the host. There are rubbish bins here.
- **Sutherland Falls**
  Sutherland Falls is the highest permanent waterfall in New Zealand (580m) and was discovered by Donald Sutherland. This waterfall was one of the original reasons for the Milford Track being constructed. It is a 1 ½ - 2 hour round trip, 2 ½ miles return. There are some steep steps in the middle section of this walk. Take a rain coat and a camera, also walking poles if you have them. Remember to leave for the falls no later than 4.30pm.

The walk from Pompolona to Quintin is 9.5 miles (15km), this will take about 6-8 hours of walking. Tomorrows walk is the hardest day of our trip. Make sure you're well hydrated. Make extra lunch tomorrow morning, and take plenty of snacks. Take your time. Pack warm layers at the top of your pack, so you can get to it quickly in case it gets cold.

Next Morning

<u>Front Guide</u>
Be available in the lounge/dining area at 7am packed and ready to go.
Prepare your thermos and be out front of lodge by 7.20am.
You should leave with the first walkers or within sight of them.

<u>Middle Guide</u>(s)
Be available in the lounge/dining area at 7am packed and ready to go.
Prepare your thermos and be out front of lodge by 7.20am.
Remember to take the black folder.
Front middle guide should depart after about half the group has left, and back middle guide should depart near the back of the group.

<u>Back Guide</u>
Be available in the lounge/dining area at 7am packed and ready to go.

Prepare your thermos and be out front of lodge by 7.20am.
Make yourself available to do any last minute first aid or answer any questions. Then be out the front seeing the group off, adjusting packs etc.
Once everyone has gone, check rooms for lost property and collect bunkroom and en-suite towels for the laundry. Remember to check the bathrooms, drying room and lounge area.
Leave the lodge via the main entrance and catch the back of the party. The back guide should leave within 15 minutes of the back walker and always be able to catch the back of the group before reaching Corkscrew.

NOTE: *In the event of adverse weather conditions, all guides may need to be available earlier to come up with a plan for the day and to communicate with the Operations Team.*

Pompolona Lodge to Mackinnon Pass

Front Guide
Walk with the front of the group, providing interpretation and conversation, keeping their speed in check.
Call the Pass Hut guide as you leave Mintaro so they can time their departure from Pass Hut to meet you at the top with extra thermoses and take the front walkers across to Pass Hut. If there are any weather issues, this is a good opportunity for the Pass Hut guide to relay any important information.
Upon reaching the Memorial check in with the Pass Hut guide and collect the thermoses. Be cheerful and encouraging as people arrive, point things out to them, take photos and advise them of the walk over to Pass Hut. Try to check and ask how everyone is and assess their condition.
If conditions are extremely cold, you have the option to drop down to Sentry Point on Zigzag # 11 and give advance warning to the group to adjust layers in preparation for it.
NOTE: *You have the authority to police the walkers, both guided and independent to take note of the* ***Fragile Area/Stay on Track*** *signs and remind people that do stray.*
When the next guide arrives you can head over to Pass Hut.

Front Middle Guide
Once approximately half the group has left, you can head off making your way through the group.
At Mintaro, check how walkers are going, encourage them to drink water, use the toilet and have a snack. You should leave Mintaro about halfway through the group.
Upon reaching the Memorial check in with the front guide and take over from them. You should arrive in the front third of the group.

Back Middle Guide
When most walkers have left Pompolona leave and walk through the group, assessing how people are going, arriving at Mintaro about halfway through the group.
At Mintaro, check how walkers are going, encourage them to drink water, use the toilet and have a snack. You should leave Mintaro near the back of the group.
When you reach the Front Middle Guide at the Memorial take over from them. You should arrive at the Memorial in the back third of the group.
NOTE: *If you suspect that all of the group have moved off to Pass Hut apart from the people with the Back Guide, radio down to see how they are getting along and if they need help. If*

they do not need help and you are 100% sure that there is no one between you and the Back Guide, move on to Pass Hut. If you're not certain move down and make visual contact with the Back Guide before heading over to Pass Hut.

Back Guide

Walk with the back of the Party to the Pass.

After you have cleared Mintaro Hut with the back walkers, radio to the Pass Hut Guide and notify of passing this point.

Remember that people get a lot more from the track than just the scenery, for some it is the challenge of completing such a walk. People often feel bad about being the last and you should do your best to make them feel at ease, reassure and encourage them. Sometimes the person at the back doesn't like having someone right behind them, in this circumstance you might walk in front and let them follow you, or at times drop a little way back and give them some space. You have to use your own initiative in deciding or they may let you know which they prefer.

At the 15 Mile Peg you should contact the Pass Hut Guide and give a progress report.

On some occasions it is appropriate to take the pack from the tail ender.

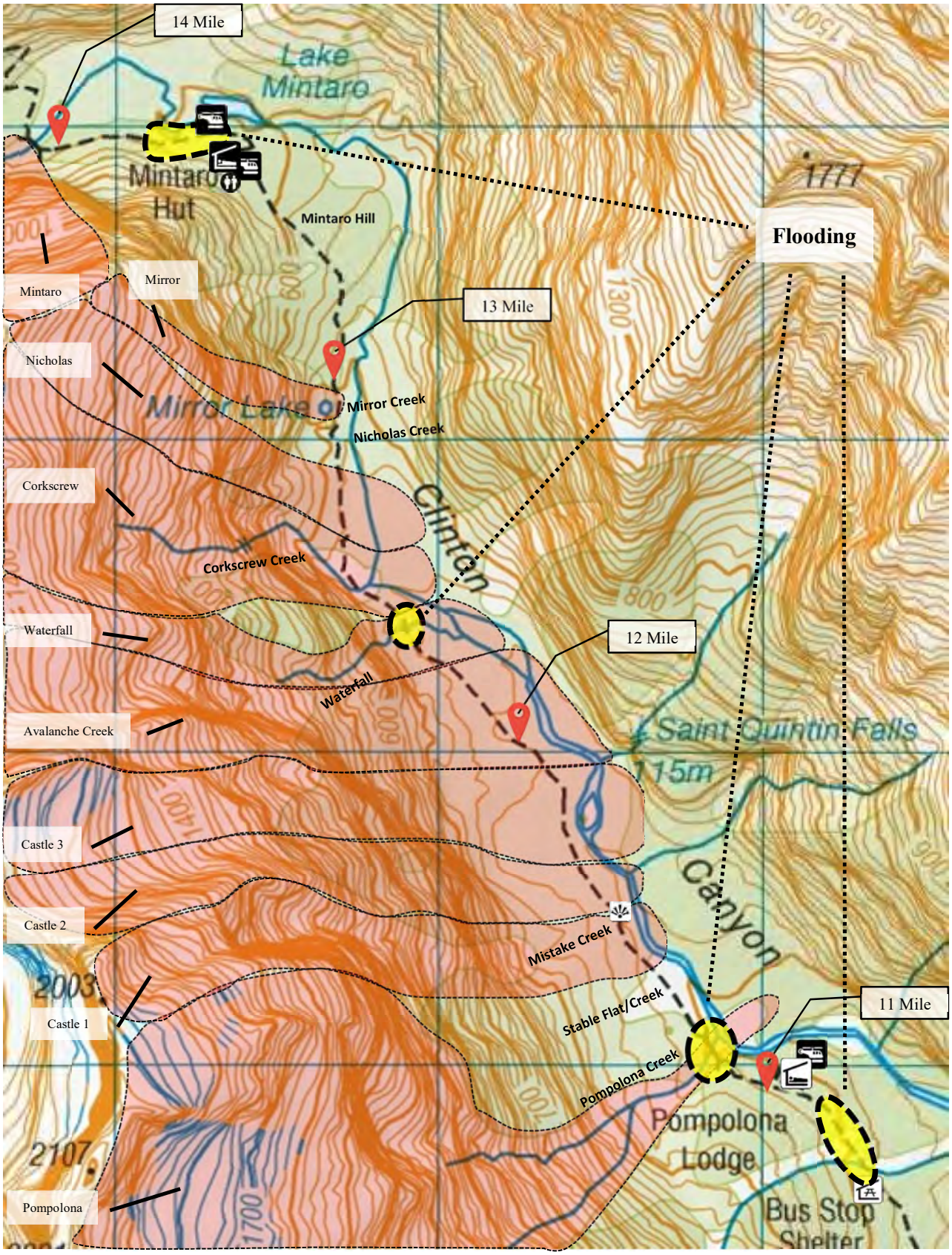
Two things should be considered in this circumstance:

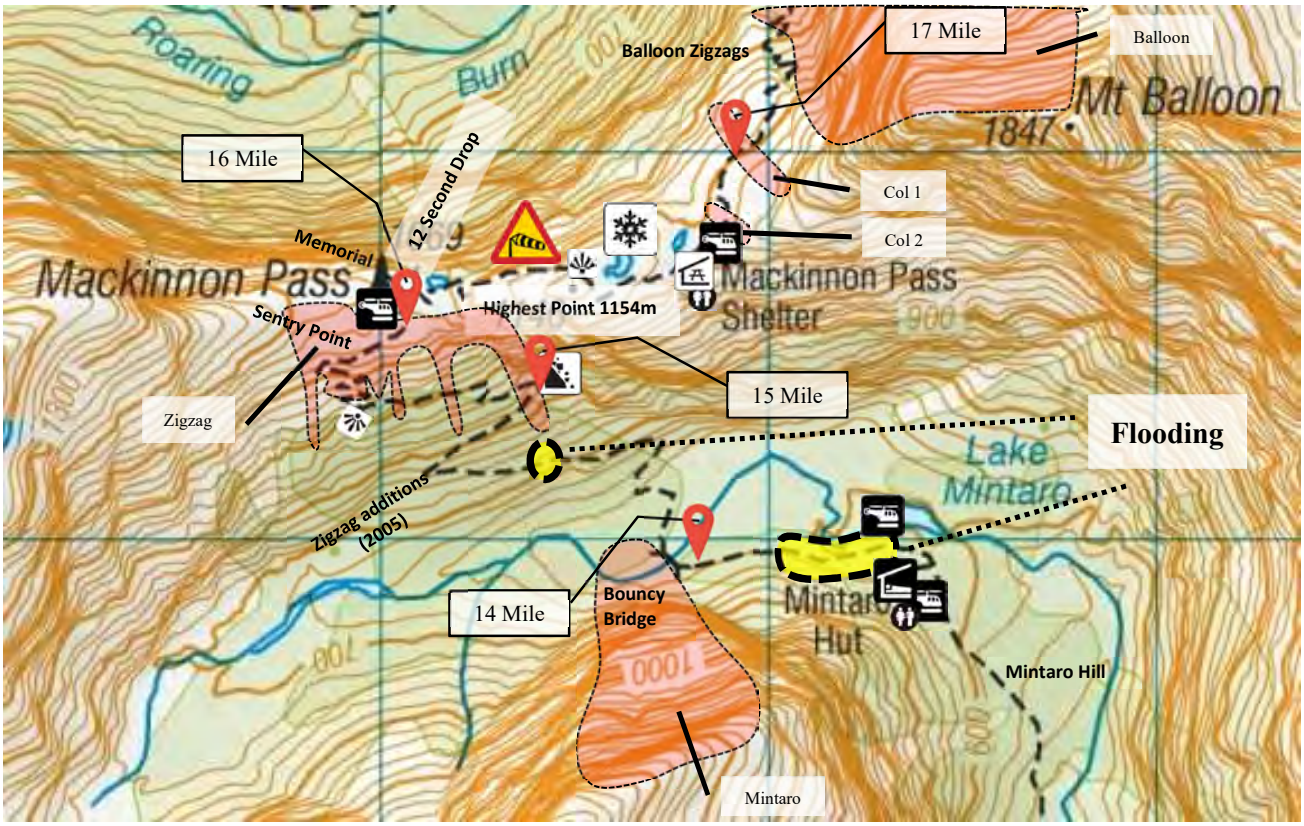
1. If they are still a long way from the Pass, i.e. 12 Mile Peg, should they be turning back instead of continuing?
2. If you take it off them are they going to speed up and overtake someone else leaving you with them? You could end up with a lot of packs at that rate.

So assess it and use your judgment. *Refer Pack Removal Procedure pg.31*

Pompolona Lodge to Pass Hut Interpretation Points

- Pompolona Creek – Destruction of Pompolona Lodge
- St Quintin Falls
- Lake Mintaro (Lake Beautiful)
- Vegetation change – alpine zone
- Mackinnon Memorial
- Mountain names and history
- Tu te rakiwhanoa – Glaciation
- History of Pass Hut
- Tree Fuchsia, Wineberry, Mistletoe, Koromiko, Bush Flax, South Island Mountain Foxglove, Mt Cook Lily, Large Mountain Daisy, Haast Carrot, Maori Onion, Pineapple Scrub, Leathery Leaved Mountain Hebe, Mountain Snowberry, Horrid Spaniard, Clubmoss Whipcord, Snow Gentian, Vegetable Sheep, South Island Edelweiss
- Birds – Weka, Kea, Kaka, Kiwi, New Zealand Pipit, Rock Wren


14 Mile
Lake Mintaro
Mintaro Hut
Mintaro Hill
Flooding
Mintaro
Mirror
13 Mile
Nicholas
Mirror Lake
Mirror Creek
Nicholas Creek
Corkscrew
Corkscrew Creek
Clinton
Waterfall
12 Mile
Waterfall
Avalanche Creek
Saint Quintin Falls
115m
Castle 3
Castle 2
Mistake Creek
Canyon
Castle 1
Stable Flat/Creek
11 Mile
Pompolona Creek
Pompolona Lodge
Pompolona
Bus Stop Shelter



Pompolona Lodge to Pass Hut Hazards

This section of the track is subject to the biggest range of hazards on the Milford Track. These include:

1. Airborne Avalanche Zones (Pompolona to Mintaro Hill)
   If it is deemed 'high risk' for Avalanche along Bomb Alley (Pompolona to Mintaro Hill) the decision not to walk will be made and alternative arrangements will be used.
2. Stream Flooding (Pompolona to Mintaro Hill)
   If the decision to move is made, it is critical that the guides have full control over the group between the Front and Back Guide.
   The group should be slowed at the front so as to stop them getting spread out from the rear.
   If bridges have been washed out, contact the Operations Team for advice on how to proceed.
3. Lake Flooding (Lake Mintaro)
   On arriving at Mintaro the group can be sent up to the hut to hold.
   If this is the case, the Front Guide should remain down at the Mintaro turnoff to ensure no one carries on past. Once the Middle Guide arrives they can take over and allow the Front Guide to proceed up to the hut to organise walkers.
   Once regrouped at Mintaro the group can head out in close formation and assist each other along.
   If it is too severe, another option such as helicopter will be considered.

4. Avalanche Zones (Zigzags)
   If a heavy fall of snow on the Pass has occurred, the risk of a small avalanche is a possibility, the first area being near the end of Zigzag # 6.
   If conditions are such that progress can be made safely, the group should be advised not to stop and they should be observed at all times.
   If a reasonable risk exists other alternatives will be used.

5. Deep Snow (Mackinnon Pass)
   In conditions of deep snow falling on the Pass, due to the problems that this would cause getting to and off the Pass, it is unlikely that we would be walking the group through.
   However, if conditions have stabilised and there is no threat of avalanche, we will walk this section in deep snow.
   Guides will need to walk in a path in approximately the same route as the track follows. However in some places where deep drifts build up or cornices form, the track should be walked in away from the original track for safety reasons.
   Guides should also be aware of the compaction of snow from walkers the previous day, which re-freezes to ice and is extremely slippery.

6. Whiteout Conditions Snow/Fog (Mackinnon Pass)
   It is not uncommon to have very little visibility on the Pass, which can be caused by either cloud or snow whiteout. The guides should keep a tally of how many have ventured across the tops and also the guide at Pass Hut of how many have arrived.
   If a snow whiteout is experienced the group should be held, either at the Zigzag section or at Pass Hut if they have got that far. The same can be said for a guide in that situation, don't risk it. Stay put.

7. Extreme High Winds (Mackinnon Pass)
   Due to the Venturee effect from the shape of the surrounding mountains and location of the Pass between them, the high winds that sweep onto the Fiordland area are magnified and can reach some incredible speeds across Mackinnon Pass. The loss of three Pass Huts is testimony to this.
   A couple of things need to be kept in mind when dealing with the winds on the Pass:

   - Direction can affect the conditions experienced. A southerly wind is often a lot colder and generally not so strong as potentially from the North or West. However, the turbulent nature of this one can cause buffeting surges, and when standing near the 12 Second Drop, a sudden gust from behind is not uncommon.

   - Northerly and Westerly combinations bring the big wet blows. Conditions should be checked before sending any walkers over. It is not enough to assess at Pass Hut and at the Memorial, as they often don't give a true indication of what's happening up at the highest point. This section of the track will need to be walked over by a guide before any decisions are made.

   A condition called a Wind Rotor effect can be experienced at the 12 Second Drop in moderate strength North Westerly winds, which actually produces a calm spot of nil wind here. However if the winds increase to high strength the rotor can sweep down

and buffet you from the south towards the drop. The group should be advised not to stand near the area on such days.

8. Extreme Wind Chill Factor (Mackinnon Pass)
   Wind chill is one of the more common problems, and can be experienced on fine days. Walkers with sweaty, wet clothing on and a wind of 20 knots blowing across the tops can cause people to lose body temperature fast, so ensure walkers have a windproof layer on such days. They often are reluctant to stop and take their pack off to put on a coat etc., but if you have concerns stress the point to them.

- Rock-fall
  There are 'No Stopping' areas on the uphill zigzags and walkers should be encouraged to keep walking through these sections to reduce the amount of time they are in these dangerous zones.

Guidelines for slower walkers

The nature walk at Glade is the first opportunity you will have to assess a walker's ability on rough terrain. If you have any concerns about a walker, make sure to discuss this with the other guides during dinner or at the nightly debrief.
If you find that a walker is really struggling on the walk from Glade to Pompolona you should talk with them at Pompolona to prepare them for the next day. This will include times that they will need to meet to ensure we are happy with them to carry on. It will be a difficult conversation, especially because you want them to have a good sleep and not worry too much, but you do need to set the expectations so there are no surprises.

Need to leave:

Mintaro Hut by 10.30am (assuming they left Pompolona at 7.30am)

15 Mile by 12pm

Memorial by 1pm

Pass Hut by 2pm

If they do not meet these times then you **must** consult with the Operations Team to decide the appropriate course of action. You will need to relay all relevant information to ensure we make the right call in the interests of safety. We will be relying on you to have a good awareness of the walker's ability, average pace and how they will respond to any further walking. Even if the walker is achieving these times, it may be appropriate to inform Queenstown that there is a slower walker that may be on track until quite late, especially late in the season when it gets dark earlier.

Turn Back Procedure

At times due to various reasons it may become apparent that a walker is not going to make it over the Pass. In such circumstances it will be necessary to turn them around and walk back to Pompolona. When discussing this option with the walker, keep in mind that it is something that they will not want to do in most cases, and it is generally a very emotional decision for them to turn back. Be very supportive of them, but also make them feel they are doing the right thing, as only you know what is ahead of them and you have to convey that fact.

If the decision is made to turn someone back, then you must inform the Lodge Manager, your other guides and the Operations Team by radio (or phone).
A staff member from Pompolona may come out to meet you, freeing you up to return to the back of the group and continue. You cannot just send them back and carry on with the group. You will have to escort them back until you come across the staff member that has been sent to meet you.
In some rare cases you may have concerns for someone after walking from Glade to Pompolona. It is the most desirable option to have these people turn back from Pompolona and walk the following day to Glade, rather than proceed towards the Pass and decide then. This is a difficult one, as you may know that they are going to struggle on the Pass, but they don't and all you can do is give them a rough idea of what they are up against and how you feel they may go and then leave the decision with them. If they do want to at least give it a go, then you can explain that you can review it on the day and see how they are getting on. Only in rare cases will the person want to return to Glade willingly from Pompolona. The Senior/returning guide should be involved in the decision. The Lodge Manager and Operations Team should also be aware of what is happening. The escorting of the walker from Pompolona to Glade House will have to be done with the staff from the lodges, a not so desirable option as it removes them from their duties at the lodge, and hence the manager needs to be aware of the potential situation early on.

Pack Removal Procedure

It is not encouraged to carry packs on the first day from Glade to Pompolona, if a walker is struggling on this stage, it holds concerns for the following day.
On the Pass day, you may be faced with taking a pack from a walker to assist them, usually on the last section of the climb or on the descent to Quintin. You will often have to use your people handling skills here, as very often people will not want to give up their pack. They see it as a sign of cheating or copping out. Some on the other hand will almost throw it to you.
One thing that has to be remembered when taking a pack from someone, particularly if you then will not be walking with them, is if they have any medication they might need and also any clothing/equipment which could be needed between now and when they will next see their pack.

Pass Hut

<u>Pass Hut Guide</u>
Once the first walkers depart the hut for Quintin you are to radio down to inform the lodge of their departure time.
Take careful note of the people at the back of the hut, sitting down and not saying much, particularly on a cold or wet day. Take note to see if they are eating. Make an effort to get out from behind the counter and talk to these people, as it could be the first stages of hypothermia or some other problem. If people are wearing wet clothing, they should change into dry clothes. We carry a few spare thermals in Pass Hut for the people that are cold and wet and have nothing dry to wear.
Have lunch.
If the gas bottle has run out, turn it off, switch over to the full bottle and radio Queenstown to let them know that the lunch hut needs a new bottle.

Front Guide
On arriving, assist the Pass Hut Guide with serving walkers. Observe group.
Have lunch.

Front Middle Guide(s)
On arriving, assist the Pass Hut Guide with serving walkers. Observe group.
Have lunch.

Back Middle Guide(s)
On arriving, assist the Pass Guide with serving walkers. Observe group.
Have lunch.
After the last walkers have left, tidy the hut, turn gas off, lock and leave.
NOTE: *If the last walkers are a long way behind the rest of the group, the Back Guide may end up staying at the back with them, leaving you to walk down with the back of the rest of the group.*

Back Guide
Help serve walkers.
Have lunch.
Leave with the last walkers, taking the rubbish and tea-towel with you.

Pass Hut Operation without Pass Guide

Front Guide
Clean the Pass Hut toilet and prepare the hut for the party.
Water is obtained from the drinking water tank outside the hut but in some rare cases that may become empty, in which case we revert to the drinking tarn located on the Northwest side of the track.
NOTE: It is very important that you are organised, as Pass Hut is very congested with 50 walkers inside. You have to be up with the play as far as boiling water and clean cups are concerned.

Pass Hut to Quintin Lodge

Front Guide
Make your way down through the front of the group to Moraine Creek (or halfway down Emergency Track if Main Track closed), spending time here to check on how walkers are going before continuing down to Quintin Lodge. At the Anderson Cascade Shelter, check the toilet and give it a quick clean if needed.

Front Middle Guide
Once the majority of the group has come through, make your way down through the group to Moraine Creek (or halfway down Emergency Track if Main Track closed), spending time here to check on how walkers are going before continuing down to Quintin Lodge. At the Anderson Cascade Shelter, check the toilet and give it a quick clean if needed.

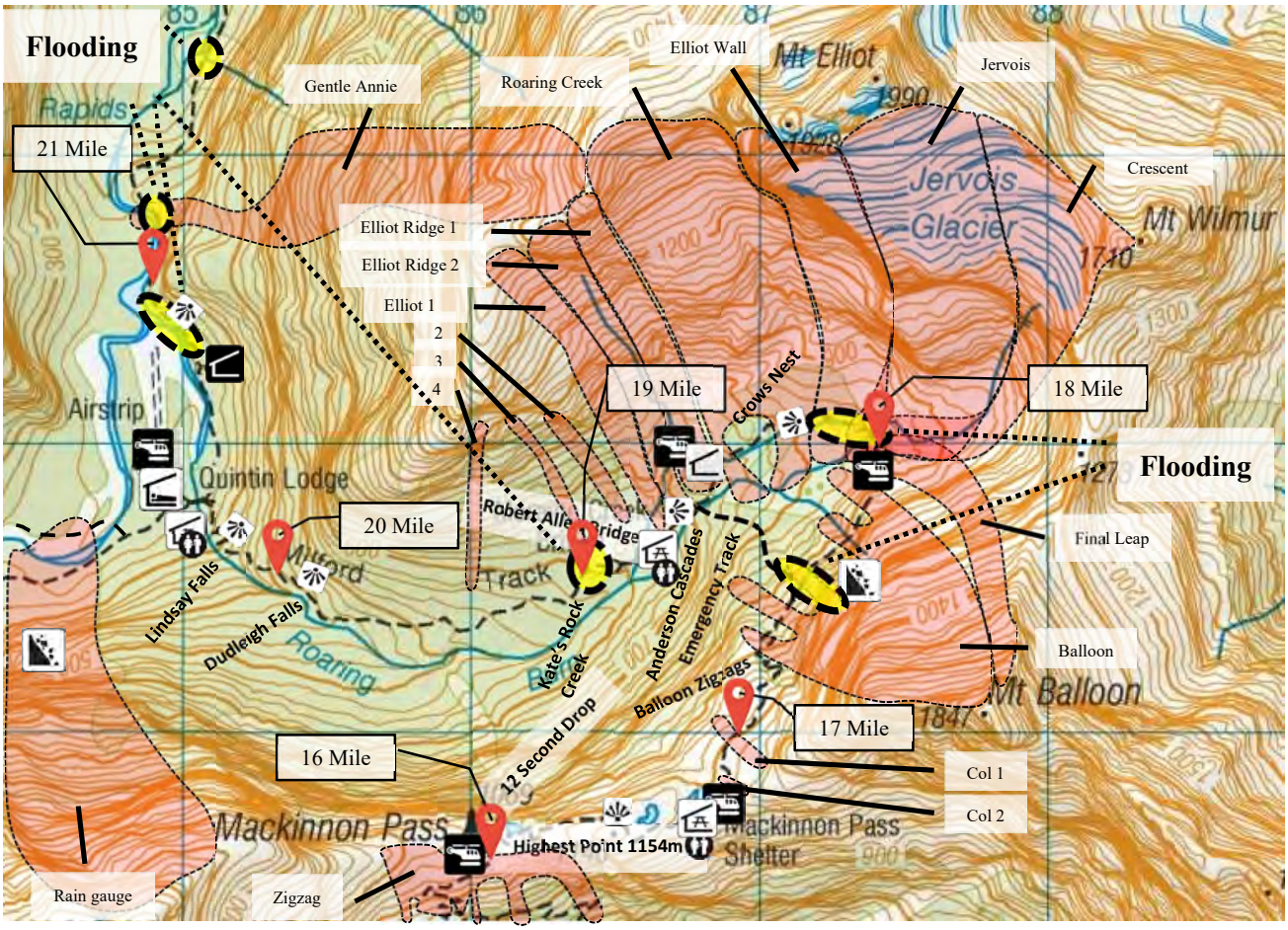
Back Middle Guide
On catching the back of the group, you are to stay and assist them to Quintin.
At times you may catch the group in front, which the Back Guide is with.

Just work it out between you, keeping in mind the idea is to have the tail-enders and the group in front of the tail-enders in the presence of a guide.
This can be a distressing time for a lot of people and holds potentially the greatest risk for our walkers to a falling injury.
On arrival at Quintin, check with the Host that everyone is accounted for before standing down.

Back Guide
Walk with the last walkers until the last guide catches up, then you should assist the next group or individual you come across that aren't with the last walkers. You should stay with them all the way to Quintin.

Pass Hut to Quintin Lodge Interpretation Points

- Avalanche paths
- Emergency Track – Mackinnon's original route
- Changed line of track over the years
- Anderson Cascades
- Track construction – Blasting holes
- Change in forest – more ferns, more rainfall
- Mountain Flax, Mountain Five Finger, Seven Finger, Prince of Wales Feather Fern, Fork Fern
- Birds – Kea, Weka, Kaka, Brown Creeper



Pass Hut to Quintin Lodge Hazards

The descent from the Pass holds the following hazards:

1. Snow and Rock Fall (Under Mt Balloon)
   If conditions are such that minor snow and rock slips are coming off Mt Balloon, a lookout can be posted at a vantage point above the particular section.
   In the case of rock slips, they are impossible to anticipate but you should be aware of their presence, particularly after fresh snow falling.

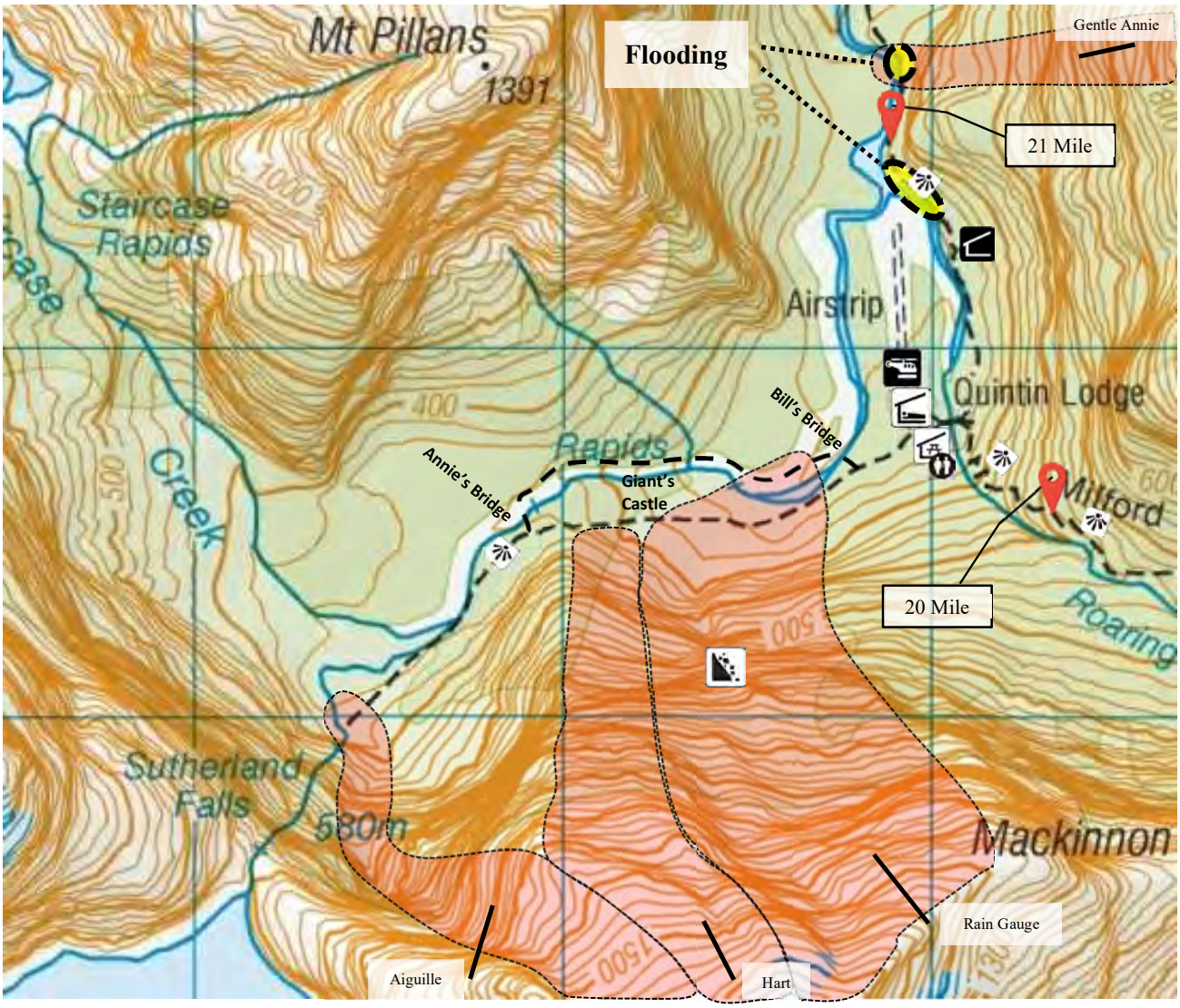
2. Flooding Streams (Moraine Creek and other side streams)
   Heavy rain can swell the streams to impassable levels on the downward section. In particular Moraine Creek is high risk, not only for the crossing but also because it spreads out and washes down a section of track, making the track almost undetectable, leading to the hazard of getting lost.
   It is very important that the guides in such conditions are in control and have the group bunched together to assist in crossing and navigating down through this section.
   Also the creek half way down the emergency track requires a guide's presence due to its difficult nature in flooding if using this route.

3. Airborne Avalanche Zones (Jervois Glacier)

This is a hazard of considerable risk, 1 life having been lost here already.
In times of high risk we will not use this section, the Emergency Track detours this area.
At times when the Main Track has been closed, walkers have crossed the barricade and walked down it instead of taking the alternative track. If you suspect some of the group has done this, **do not follow into the danger zone**. Instead you can observe them from above at a safe distance and instruct another guide to meet them once they have passed through it and emerged at Crows Nest.

4. Rocky Steep Descent & The Emergency Track
   This is the greatest area of injury to our walkers. The combination of the long downhill after the day's effort getting up and over the Pass is hard on the body and knees. Generally the problem is fatigue in the legs, which causes loss of leg strength/coordination resulting in a tumble. In bad cases, it is better to take the person by the hand and help them along. This gives them confidence and when they do slip they can be caught by you. Allow the person to take short breaks. The art of conversation is one of your greatest tools for making the person forget their dilemma.

   Note: *If a walker is struggling on the walk over Mackinnon Pass, it is vital that you are keeping an eye on the time and pace of walking. The later they will arrive at Quintin Lodge, the higher the risk of something going wrong and the harder it will be to conduct an evacuation. You will need to keep in mind the daylight hours available and you should be communicating with the other guides. You will also need to contact the Operations Team if you think the walker might arrive at Quintin lodge later than usual. You should have an idea that this will be the case before leaving Pass Hut.*



Quintin Lodge

<u>Front Guide</u>

Once arriving at Quintin have a break before heading away to Sutherland Falls. Leave Quintin no later than 4.30pm. You are then required to maintain a presence at the Falls until the last walker has arrived, then sweep the track back to Quintin. Take your pack with first aid kit and radio as well as additional safety gear (clothes etc.).

Quintin Lodge to Sutherland Falls Interpretation Points

- Beech Hut
- Active Landscape – Rock fall on old track
- Anderson Track
- William Quill – Climbing Sutherland Falls
- C.W. Adams – Measuring the waterfall

Once you are back from the Falls, shower, have dinner and take a break.
Be available for dinner service.

While walkers are eating their main course, meet with the other guides for a daily debrief.
After dinner service, be present at the Slide Briefing and assist with first aid duties.
Once slideshow and first aid is done you can finish for the day.

Front Middle Guide
After arriving at the lodge have a shower and rest until your dinner.
Be available in the lounge from 6.30pm ahead of dinner service.
While walkers are eating their main course, meet with the other guides for a daily debrief.
After dinner service, be present at the Slide Briefing and assist with first aid duties.
Once slideshow and first aid is done you can finish for the day.

Back Middle Guide
After arriving at the lodge, check with the lodge host that everybody is in.
Have a shower and rest until your dinner.
Be available in the lounge from 6.30pm ahead of dinner service.
While walkers are eating their main course, meet with the other guides for a daily debrief.
After dinner service, be present at the Slide Briefing and assist with first aid duties.
Once slideshow and first aid is done you can finish for the day.

Back Guide
After arriving at the lodge have a shower and rest until your dinner.
Be available in the lounge from 6.30pm ahead of dinner service.
While walkers are eating their main course, meet with the other guides for a daily debrief.
After dinner service, be present at the Slide Briefing and assist with first aid duties.
Once slideshow and first aid is done you can finish for the day.

Note: *If there are late walkers to Quintin, the last guide (or two) in should be able to take a break of an hour and a half (unless circumstances do not allow this). The Pass Hut Guide will be able to cover dinner service.*

Briefing Notes
Commence the Slide Briefing mentioning emergency procedures and evacuation gathering points. Once again, the slide briefing should be done by another guide (who hasn't done Glade or Pompolona's), except at the start of the season, when return guides will be demonstrating how to do it. You will be collecting final numbers for the Helicopter option from Milford to Queenstown. Make sure you have a minimum of four pax.

- The evacuation point in the event of an emergency is out on the airstrip.

If you need a guide during the night, the guide's quarters are the ground floor of the two storey building at the entrance to Quintin Lodge.

- Meal List: Please choose your meal for tomorrow night before you go to bed this evening. The options are **South Island Rack of Lamb with a Red Wine & Herb Jus**, Or **South Island Blue Cod with a Lemon, Caper & Parsley Sauce**, Or **Vegetable Fritter**.
- Bar List: When you purchase a drink at the bar, it is charged to your tab. This will need to be signed for in the morning. Bar tabs can be paid at Mitre Peak Lodge, the last night of your trip.

- There will be a First Aid session after the slideshow tonight if you have sore feet or blisters.
- At the end of your walk there is the option of flying from Milford Sound to Queenstown by helicopter. Please ask a guide about this option if you are interested. This is the last night to express your interest.

- 10.00pm Generator off
- 6.15am Generator on
- 6.25am Showers ready
- 6.30am - 7.00am Lunch can be made
- 6.50am - 7.20am Breakfast in dining room
- 7.30am - 7.45am Walkers may leave Quintin

- **Track**

When you leave tomorrow, cross the swing-bridge the way you came into Quintin Lodge and keep left going downhill. The vegetation in this valley is more lush, due to a higher annual rainfall (6 ½ - 9m). This is enough to support the Tree Ferns that are found in abundance here. Be aware that in times of heavy rainfall we can get some flooding in the Arthur Valley. If this occurs, the guides will let you know.

- **Boatshed**

The Boatshed is 5 ½ miles from Quintin. It was built in 1928. Here we have flush toilets and hot drinks. Please no packs inside. This is a good place to stop for morning tea.

- **The Boat**

This boat was used to ferry walkers across the Arthur River before the swing-bridge was constructed.

- **Mackay Falls**

The Mackay Falls is ¾ of a mile from Boatshed. Beside Mackay Falls, Bell Rock used to be in the river, moved due to an earthquake or flood. Look inside.

- **Telegraph Point**

This is where guides would use the telephone system (which ran the length of the track) to alert the staff at Milford to start rowing to Sandfly Point.

- **Rocky Cutting**

Completed in 1898, last major section of track to be completed. Construction was done by a group of miners with explosives.

- **Giants Gate Falls**

Our suggested lunch stop. On a nice day, sit on the rocks beneath the waterfall. On a rainy day, there is a shelter before the swing-bridge. Toilet facilities are available. Hot drinks are **not** available here. This is 4 ½ miles after Boatshed, with only 3 ½ miles to the end of the track.

- **Sandfly Point**

End of the Track! Hot drinks and toilets are available. Very important to get your name ticked off the list, and collect you room key for Mitre Peak Lodge. We need to catch a boat to get to Milford.

- **Te Namu**

Our boat, Te Namu, will take us to Milford Sound. The trip is approximately 15 minutes. The boat is named after the original sandfly that was released at Sandfly Point by

Hinenui-o-te-po to stop people from lingering too long looking at the beauty of Milford Sound after it was carved out by Tu-te-rakiwhanoa.

- **Milford Sound**

In Milford, there will be a free shuttle to get to Mitre Peak Lodge.

- **The Cruise**

The day after tomorrow we will go on a cruise of Milford Sound.

- **Helicopter Option**

After the cruise, there is the option of flying back to Queenstown by helicopter. If you would like to go on this flight please confirm your interest with your guides tonight.

- Tomorrow's walk is 13 ½ miles (21km), between 6-8 hours walking.

There will be regular boat departures from 3pm.

Next Morning

Front Guide
Be available in the lounge/dining area at 7am packed and ready to go.
Collect any supplies for Boatshed.
Be out front of lodge by 7.20am. Depart with the front of the group.

Middle Guide(s)
Be available in the lounge/dining area at 7am packed and ready to go.
Remember to take the black folder.
Front middle guide should depart after about half the group has left, and back middle guide should depart near the back of the group.
Be out front of lodge packed and ready to go by 7.20am to assist in seeing the group off.
Collect any supplies for Boatshed and toilet paper for the Giants Gate toilets.

Back Guide
Be available in the lounge/dining area at 7am packed and ready to go.
Make yourself available to do any last minute first aid or answer any questions. Then be out the front seeing the group off, adjusting packs etc.
Once everyone has gone, check rooms for lost property and collect bunkroom and en-suite towels for the laundry. Remember to check the bathrooms, drying room and lounge area.
Leave the lodge via the main entrance and catch the back of the party. The back guide should leave within 15 minutes of the back walker and always be able to catch the back of the group before reaching Sandy Flats.

NOTE: *In the event of adverse weather conditions, all guides may need to be available earlier to come up with a plan for the day and to communicate with the Operations Team.*

Quintin Lodge to Boatshed

Front Guide
Walk along with the front of the group, going ahead nearer Boatshed to prepare the morning tea stop.

Middle Guide(s)
Walk to Boatshed amongst the group.

Back Guide
Remain with back of group until Boatshed.
Always check Dumpling Hut. Some walkers take their packs into the toilet area, so you should actually walk into the toilet building and check to see if anyone is using it. Remember to check the top hut as well and be aware that some walkers go down to the river.
Give a radio call to the Front guide when clear of Dumpling Hut.
Remain with back of the group until Boatshed.

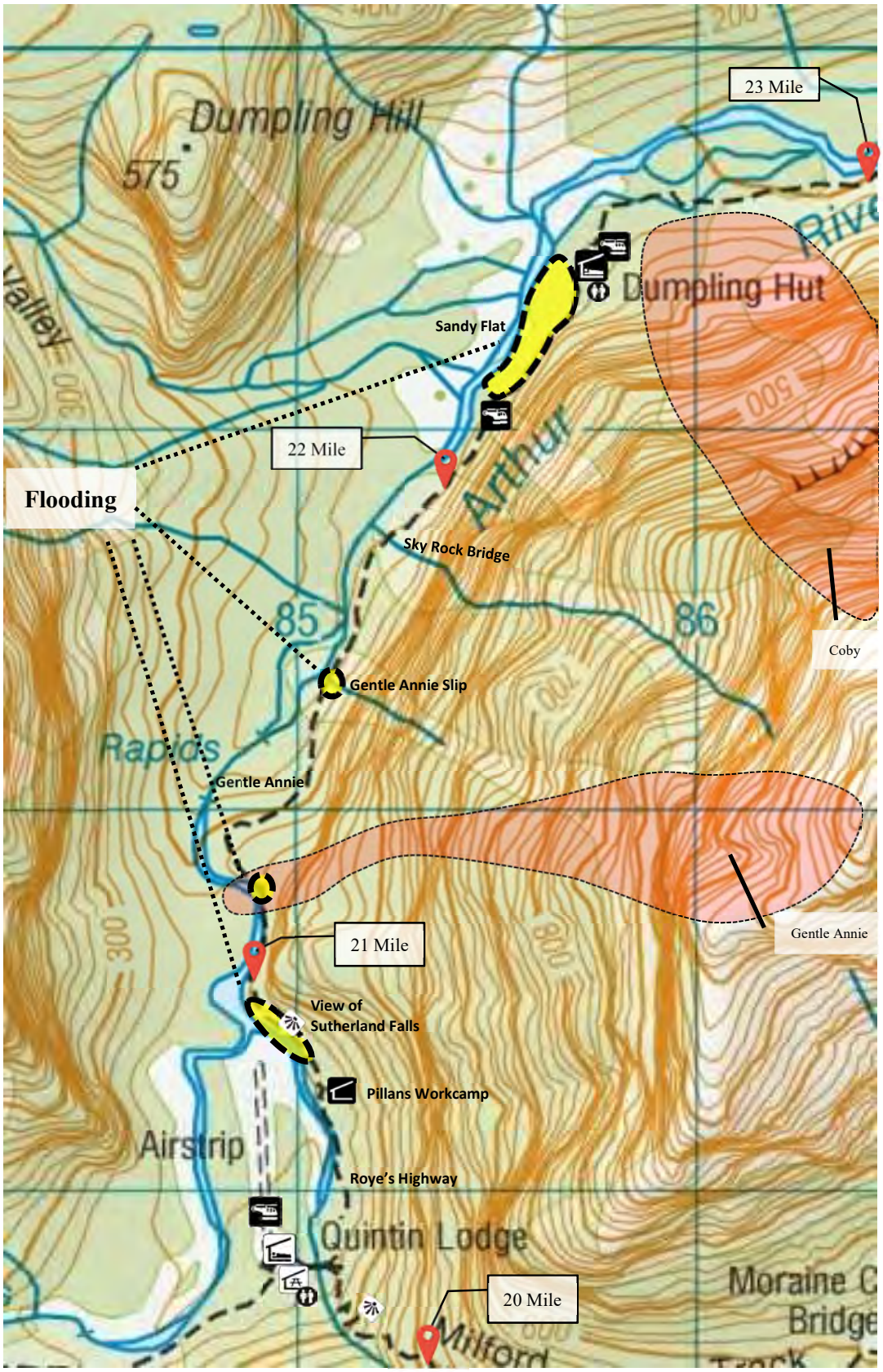
Quintin Lodge to Boatshed Interpretation Points

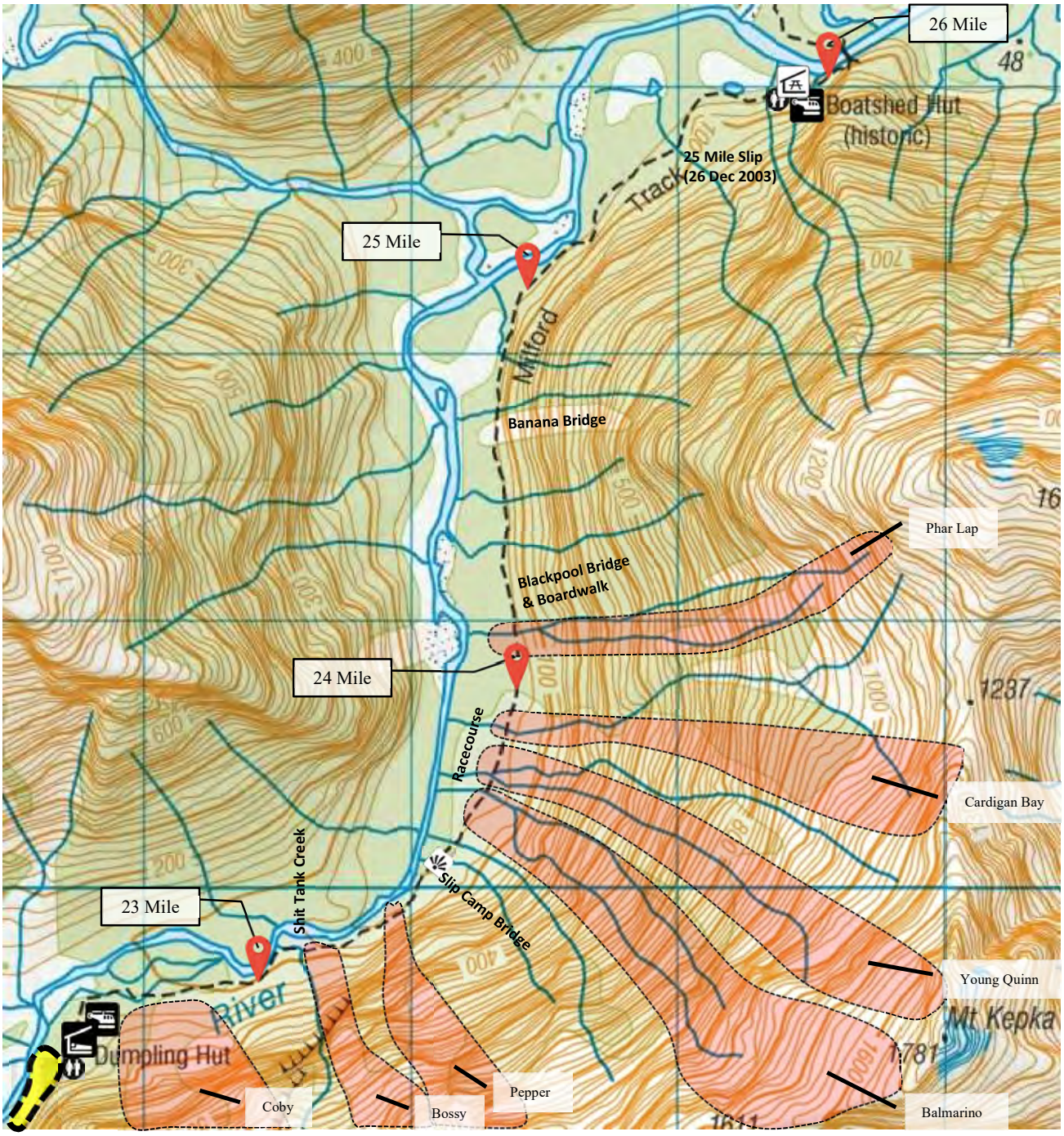
- Quintin Airstrip
- Land slips/tree slides
- Flooding
- Racecourse – Packhorses
- Native fish
- Boatshed History
- Tree Ferns, Waterfall Fern, Hounds Tongue Fern, Hen and Chicken Fern
- Birds – New Zealand Wood Pigeon, Long Tailed Cuckoo, Shining Cuckoo, Fantail, Tomtit

Quintin Lodge to Boatshed Hazards

The main hazard on this section is flooding.
In such conditions, the Front Guide should head out in the morning to assess the conditions.
At Quintin we have a flow marker rock in the Roaring Burn under the Quintin Swing Bridge.
It should be noted that the Arthur Valley has a huge catchment with many tributary valleys running into it, which can have very different rainfall, so sometimes things down valley don't reflect what is happening at Quintin.
If moving the group down this section, it is extremely important to keep them together, as some of the streams are fairly fast and turbulent in places.
Once you are at Dumpling the group can be re-gathered and the next section can be tackled.
Apply the same procedure for re-grouping at Dumpling as for Mintaro with a guide remaining at the turnoff.
If moving down to Boatshed, apply the same technique.
The various sites of flooding will be instructed to you in training.

NOTE: *Communication with the Operations Team in these circumstances is paramount.*
They have the experience and responsibility of coordinating solutions or evacuation procedures.
It is important that they are aware of what is potentially cropping up at an early stage so plans can be made. Don't be afraid of getting on the radio as that is the primary reason it is there.


23 Mile
Dumpling Hill
575
Dumpling Hut
Sandy Flat
22 Mile
Flooding
Arthur
Sky Rock Bridge
85
86
Coby
Gentle Annie Slip
Rapids
Gentle Annie
Gentle Annie
21 Mile
View of
Sutherland Falls
Pillans Workcamp
Airstrip
Roye's Highway
Quintin Lodge
20 Mile
Moraine C
Bridge
Milford


26 Mile
Boatshed Hut
(historic)
25 Mile Slip
(26 Dec 2003)
Track
25 Mile
Milford
Banana Bridge
Phar Lap
Blackpool Bridge
& Boardwalk
24 Mile
Racecourse
Cardigan Bay
Shit Tank Creek
Slip Camp Bridge
23 Mile
Young Quinn
River
Dumpling Hut
Mt Kepka
Coby
Bossy
Pepper
Balmarino

Boatshed Operation

Front Guide

On arrival at Boatshed, you should check the water level in the tanks at the toilet block. If this is low, you can then get the pump started and have it filling as the party arrives.

To operate the pump:

- Check that the pump has enough petrol in it. If not, put more petrol in.
- Take pump, large hose and bucket down to the river (use wheelbarrow if needed).
- Attach large hose to corresponding coupling and put the intake end into river.
- Attach small hose (that runs down from the lawn) to the smaller coupling.
- Open the bung at the top of the yellow drum (on the pump) and fill with water using a bucket or preferably a jug. This primes the pump with water, making it easier for it to suck water from the river.
- Close the bung.
- Turn the fuel line on using the lever marked by a fuel bowser (like a petrol pump at the garage).
- Turn the choke on (the other black lever).
- Adjust the throttle lever to about 1/3.
- Turn Off/On switch to On.
- Pull the starter cord firmly to start the pump (make sure to continue holding it as it recoils).
- Slowly release the choke.
- Increase the throttle (but not to full throttle).
- Walk up to the lawn where there is a set of taps.
- Open the side tap to check that water is coming through, then close it.
    - If water is not coming through, you may need to prime the pump with water again (make sure to stop the pump before doing this). If you need to restart the pump you do not need to use the choke.
    - If water is coming through, open the top tap to let it through towards the tanks.
- Check at the tanks (in the toilet block) to make sure the water is coming through and that the pipe is angled into the tanks.
- Once the tank is full, close the tap on the lawn, then turn the pump off by flicking the On/Off switch to Off.
- Close the fuel line using the lever marked by a fuel bowser. **This is very important!!!!**
- Detach the hoses and pack away.
- Drain the yellow drum (on the pump) by removing the black bung at the base of the drum.
- Close the bung before storing the pump.

Prepare the hut much the same way as the other lunch stops.

Don't forget to clean the toilets.

If the gas bottle has run out, turn it off, switch over to the full bottle and radio Queenstown to let them know that the lunch hut needs a new bottle.

After the group has moved through, clean, lock and catch up.

Front Middle Guide
Once you arrive at Boatshed, you can assist the Front Guide, but you will need to leave Boatshed in time to reach Sandfly Point by 2pm or with the front of the group, whichever is later.

Back Middle Guide
Upon arriving at Boatshed, help out with serving duties.
Make sure you leave Boatshed in time to reach Sandfly Point before the first boat for our guided walkers.

Back Guide
Help with serving duties.
Leave Boatshed with the last walkers, taking any rubbish with you.

Boatshed to Sandfly Point

Front Guide
Clean Boatshed and follow the last of the group down to Sandfly Point.
Radio into Sandfly from Doughboy. It takes about 1 hour from here to Sandfly.

Front Middle Guide
After leaving Boatshed, you should travel to ensure that you are going to arrive at Sandfly Point at the front of the group. If any of the group will be at Sandfly Point before 2.00pm, then you should be there by 2.00pm.
At Giants Gate lunch shelter, give the toilets a clean and restock the toilet paper.
If some of our group are going fast and you haven't caught them, don't worry. As long as you are near the front. We don't want our group rushing down this section and they will have to wait for the boat at any rate.

Back Middle Guide
After leaving Boatshed, move through the group and time your arrival at Sandfly before the first boat for our guided walkers, allowing the Front Middle Guide to go over to Milford and prepare for the evening.
If conditions are such that you need to stay with a walker or group of walkers, then this takes priority and the Front Middle Guide will wait for the next boat.

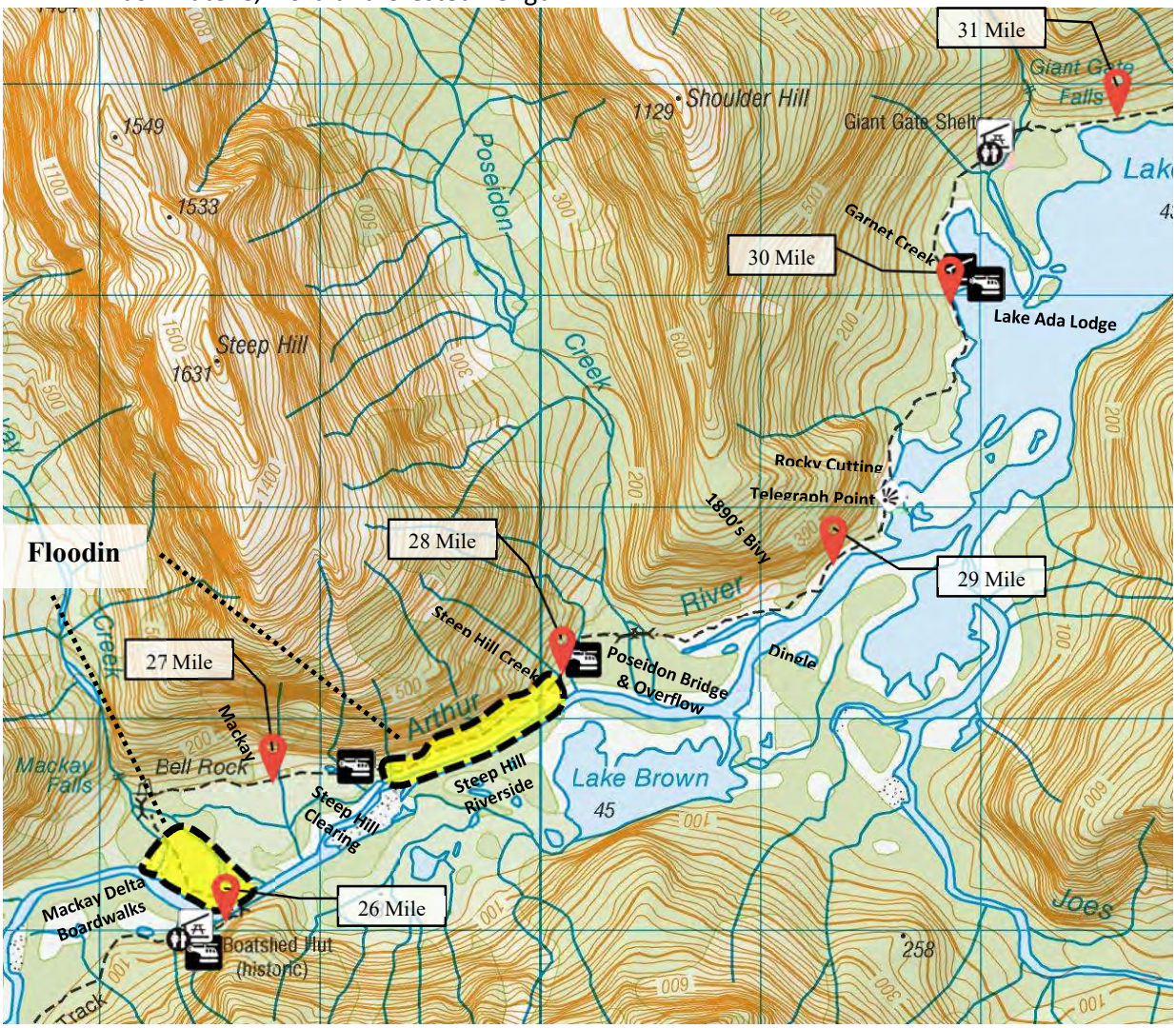
Back Guide
After leaving Boatshed, move through the group arriving at Sandfly near the back of the group. In normal circumstances, you will arrive at Sandfly by 4pm to allow Back Middle Guide to take the group across to Milford.

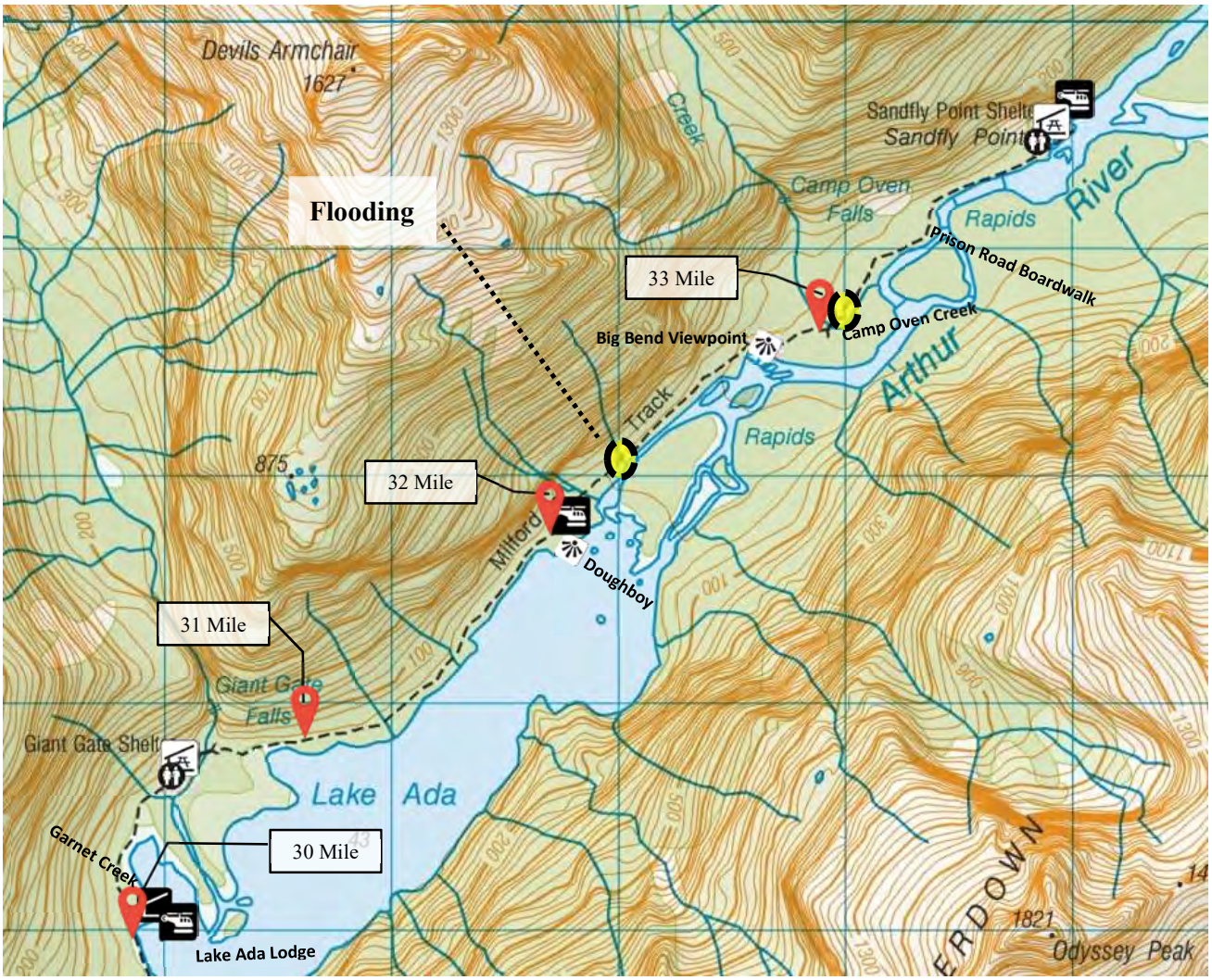
Giants Gate Shelter

On a fine day encourage the group to sit out on the rocks at the waterfall.
This is a marginal area for radio reception, however often good reception is obtained from the Milford end of the bridge.
A box is located behind the toilet with spare toilet rolls and cleaning equipment for the toilet.

Boatshed to Sandfly Point Interpretation Points

- Mackay Falls/Bell Rock
- Steep Hill/Tree slides
- Poseidon Creek – Donald Sutherland's scare names
- Rock bivy site
- Telegraph Point
- Formation of Lake Ada
- Rocky Cutting
- Giant's Gate Falls
- Doughboy – Why that name?
- Camp Oven Creek – Supplies driven to Doughboy
- Sandfly Point Shelter
- Tu te rakiwhanoa, Hine nui te po and Te Namu
- Kidney Fern, Rimu
- Birds – Pateke, Fiordland Crested Penguin





Boatshed to Sandfly Point Hazards

This area is affected the most by flooding, as the combined draining of several side valleys and the restrictive nature of Lake Ada into the flow of the Arthur River to Milford converts this section to wall-to-wall water at times.

The worst is found under the Steep Hill section past the 27 Mile.

Many small side streams flow across the track.

Boatshed is the last sheltered holding point, and the last Helicopter landing point before the potentially worst flooding areas. Helicopter landing sites are few and far between on this leg.

A guide can go ahead and check the area under Steep Hill and assess the level.

We have markers at Boatshed, which give some indication of the water level across the valley, and the Department of Conservation have electronic monitoring which enables us to know what is happening down valley.

If the group is moved from Boatshed, close bunching should be maintained as you encounter both still deep water and fast turbulent side streams on this section.

Get the stronger members of the group involved in helping the less strong. It keeps them from sniffing at the front guides heels and makes them feel useful.
The various sites of flooding will be instructed to you in training.

Sandfly Point Shelter Operation

Clean toilets and check water levels.
Check off walkers as they arrive and give them a room key. This is very important as it is a physical record of them making it to Sandfly Point. List walker names in order of arrival on whiteboard to organize ferry sailings.
Serve hot drinks and have biscuits available for the walkers.
If the gas bottle has run out, turn it off, switch over to the full bottle and radio Queenstown to let them know that the lunch hut needs a new bottle.
Radio the numbers of walkers to Mitre Peak on each different ferry sailing.
After everyone is in, the remaining guides clean, lock up and catch the last ferry over to Milford. Make sure you have filled in the stock-take form for supplies at Sandfly.

Mitre Peak Lodge

<u>All Guides</u>
On arrival at Mitre Peak Lodge, shower and freshen up for the evening.
The wearing of non-uniform is permitted to the standards laid out in the Staff Handbook.
Be in the lounge by 6.00pm to locate 'The Classic' walkers and give them a short briefing about the changeover in Te Anau and what they need to do with their luggage in the morning.
At 6.15pm conduct the briefing for the full group about the next days schedule.

- WELL DONE!
- Evacuation point- carpark
  Guide in the night- rooms 201, 203, 305
  10pm front door locked (door on 100level)
- Morning schedule:

7am	Wake up door knock
7-8am	Lunch making + breakfast – Put lunch on seat in the coach
8.00	Bag labelling- return packs, poles, sleep sheets, jackets, keys
8.30	Bus to terminal building
8.45	Meet guide at the terminal
9.00	Cruise leaves- public sailing
	Return, toilet, bus

- Shop hours for paying bar tab:
  8-9pm
  7-8.29am
- Dinner in dining room- 6.30pm
- Return to lounge after dinner

Then lead the group through to dinner by 6.30pm.
Between dinner and dessert give a thank you talk to the group to conclude the trip.
Encourage the group to provide feedback using the tablets provided.

Before going to bed, be sure to have met the other guides for a daily debrief.

Next Morning

Front Guide
Wake the group up at 7.00am with a door knock and join the group for lunch making and breakfast.
Be in the foyer by 7.45am to take a turn at helping the other guides with the baggage check in.
Gather group in front foyer and board the coach for the boat cruise at 8.30am. (If walkers wish to walk to the terminal, then they must leave before 8.30 and let the guides know).
Remember that the boat sailing cannot be delayed, so you have to make sure that the group are organised prior to this time.
After arriving at the terminal collect boat cruise tickets and distribute amongst group. Accompany group on boat cruise from 9.00am.
On departing from the boat to the coach for Queenstown, count the group to ensure that people aren't lost in the crowd and left behind.

All Other Guides
Be in the foyer by 7.45am to assist other guides with baggage check in.
When collecting the borrowed packs, search all the pockets and compartments for any lost property.
Once group have departed for boat cruise, assist with stripping of the rooms (separating towels and sheets) and loading of the coach.
Hang any wet packs on the drying racks and spray with disinfectant. Any dry packs can then be tied up in piles of 6 using the compression straps provided. **Remember that these packs will be going straight back to new walkers to use, so be sure they are ready to go.** If there are dirty or damaged packs, label these and keep them separate from the other packs to be sent to Queenstown.
Fold any dry jackets in the standard folding pattern to send back to Queenstown in a crate. Any wet jackets should be put in a laundry bag to be laundered.
Catch the coach down to the wharf at 10.30am to pick up the group, then depart for Te Anau.

- Guide to count the walkers to make sure everyone is onboard and confirm with the driver before leaving the terminal.
- Guides will welcome group aboard, present any lost property and check if anyone still has their room key.

Coach Commentary to Te Anau

- The driver will provide a short commentary about the Milford Rd. This commentary should be fairly limited after Knobs Flat. Guides must be quiet when driver is talking to the group.

Drop off guides at Te Anau Downs

- Inform the group that we will be stopping and saying farewell to the guides who are going back on track.

- The guides may wish to say goodbye on the microphone.

Te Anau Downs to Te Anau

- The driver will outline the timings for the Te Anau stop at Kiwi Country, reminding the group that no hot drinks will be allowed on the coach.

Te Anau

On arriving at Te Anau, some of your group will be getting off and staying, so you will have to farewell them and unload their baggage. **Make sure that you inform any walkers doing '*The Classic*' to report to the Track Office as soon as they arrive**. If you do have any walkers doing The Classic, be sure to leave a note for the Routeburn guides if there is anything to pass on about those walkers (this can be left in Queenstown).
Allow the other members of the group returning to Queenstown to have a comfort stop.

Coach to Queenstown

- Guide to count the walkers to make sure everyone is onboard and confirm with the driver.
- There shouldn't be any commentary from Te Anau to Queenstown, as it will have been covered already and people are generally very tired.
- Every guide must be aware of the fact that the coach can drop walkers off at the Queenstown Airport, Frankton Bus Shelter, or the Station Building, and is not available to run anyone to his or her accommodation. The walkers will have to arrange otherwise if they need transport.

Queenstown Office

Once the walkers have been fare welled, check into the office and put your radio back on the charger.
The trip report should be submitted, which is important for statistical reasons as well as legal reasons.
Complete your personal trip log(s).
Report to the Operations Team for a debrief before heading away.

Other information

Group management

Group management is one of the most important parts of our role. Some days when the weather is fine, group management can be easy, although there are always a few key points to always be sure of. No walker should be behind the back guide; ensure all walkers are on the correct track and heading in the right direction; all walkers are having a safe experience; and all walkers are into the lodge before dark. It is vital that positioning and leadership styles are flexible and able to react to changing circumstances.

Because of the changeable nature of the environment we operate in, guides will need to continually identify and manage risk levels during the activity. **Guides have the authority to halt the group if you identify increased risk (or combination of risks) that threaten the safety of any person associated with the activity.**

The following are some of the situations that require flexibility:

Flooding:
As we walk through valley systems that are susceptible to flooding, guides need to be aware of all the common flooding areas which are identified in the guide manual. It is also important to have an awareness of all the side streams that could cause issues during heavy rain. Having an understanding of how weather systems will affect the part of track you are on is also important.

Factors to consider:

- Environment:
  What are conditions like on the track at the moment?
  Where are the flooded sections of track, how do we normally manage these sections?
  What is the weather forecast and when is the rain going to be heaviest?
  How will the side streams be reacting to this rain and where are the streams we need to think about?
- The Group:
  What is the capability of the group (who are the weaker walkers within the group)?
  Do we need to group up for the whole day?
  Are we going to walk as one big group or split into smaller groups with a guide managing that individual group?
  Where are our 'get out' zones (where can the helicopter land)?
  How do we best manage this group of walkers?
  Will they become cold, how do we keep them warm?

Communication between guides and Queenstown is important, Queenstown will be after updates about progress and weather conditions regularly to help you with the decision making process.
Communication with the walkers about what lies ahead is also essential as they need to know what the guides expect from them. This is important if you are keeping the group

together, as often the faster walkers will get very cold if they are walking slower than normal, so explain why they should layer up.
Guides need to have an understanding of cut off levels for the rivers and the ability of the weakest walkers to get through these sections. If you are even slightly worried about the consequences if you slipped while crossing a side stream, then you shouldn't be crossing it without communication with fellow guides and Queenstown.

Snow:
Ultimate Hikes always follows DOC's closures when it comes to snow, as they have experts assessing the danger. As most our walkers have never walked in snow before, it is important we manage the group through these sections and keep our walkers safe at all times.
The time it takes to move through deep snow can be very slow. This can lead to problems if not managed well.

Factors to consider:

How deep is the snow and how far is it before we are out of the snow? In summer the snow is often very wet which leads to people getting cold faster.
How good is visibility? Often in snow if the wind kicks up or there is low cloud, visibility can be poor which makes group management very difficult. You should also think about if a Helicopter could get to you with poor visibility.
If you are first through the snow the walkers will be following your footsteps. These often become very icy after the first 5 or 6 walkers. The guides will need to be aware of this and have the ability to effectively make new steps or provide support through trickier sections.
Snow can cover holes or slippery rock on the track so extra caution will need to be taken.
Avalanche is another potential hazard with fresh snow. If you see avalanches coming down, you should be stopping in a safe area and contacting Queenstown straight away.
Communication with Queenstown should be made before venturing into any snow. And a robust plan should have already been made. Queenstown has up to date weather and can relay up to date info about snow conditions on track and weather systems as they move through.

Avalanche paths, rock fall:
Known avalanche paths are shown in the guiding procedures sections of this document.
During spring there is often avalanche danger on certain parts of the tracks. DOC will have signs up in all areas of danger and even alternative tracks through some areas. A lot of these areas require no stopping for a certain distance. Guides will need to make sure they are following these instructions and ensure the walkers are too. In some instances the guides will instruct the group to walk through these sections one at a time to minimise the danger while passing through an avalanche area. If guides do see avalanches coming down and onto the track they will need to communicate this with Queenstown and DOC.
Rock fall can happen anytime. If there is an avalanche or rock fall across the track make sure all walkers are accounted for and let other guides know what has happened.

Medevac:
If there is a medevac with a back walker, then the back guide will be with this walker for potentially a couple of hours. The back middle guide will need to drop back and become the

back guide. If there is a major event that requires multiple guides then the other 2 guides will need to group everyone together and move through. Guides will need to be aware of peoples feelings as this can be a stressful situation for everyone involved. Guides will need to persuade non necessary walkers to continue, as hypothermia can set in quickly if staying still and the walkers can get in the way.

Other Hazards/Risks

Lightning

On occasions you will encounter an electrical storm. Thunderstorms are a common occurrence in the North American Rocky Mountains, and electrical activity may be of particular concern to walkers from that part of the world. You can track the path of a thunderstorm, by counting the time between seeing lightning and hearing thunder. Avoid exposed places like Conical Hill and Key Summit during thunderstorms. It is best to shelter in a depression in the ground or at a 45° angle from the top of a cliff or bluff (Do not shelter in a cave or too close to a bluff). People should not carry metal walking sticks or fishing rod cases.

Tree fall

Trees or branches can fall at any time, but periods of strong wind in the forest can increase the risk of this happening, especially when strong gusts are experienced. It is virtually impossible to escape if you are in the path of a falling tree.

If a person is pinned under a branch, digging them out may be a safer option than using a chain saw to cut the branch away, as the sawn section will likely fall and roll over the victim. If the person has been pinned down for more than one hour the branch should not be removed without trained medical staff in attendance, as body toxins, which build up in parts of the body cut off by the branch, will be released into general circulation once it is removed and poison the rest of the body. This can be fatal.

Missing Persons/Lost Walker

If you or one of your walkers suspect that someone has been left behind or may have overshot a lodge or gone the wrong way (this is reasonably common), don't panic. **The Guide Manager or Track Operations Manager need to be informed.** In the case of a walker not being in the lodge when the last guide is in, the best option is to send a guide in both directions in case the walker has overshot the lodge or just got behind the last guide. At Quintin the Sutherland Falls track is another option. Track junctions on the Routeburn and Greenstone are the most likely places for someone to walk the wrong way. On finding the walker, you can alert the lodge and other guide. If not found, a more detailed plan can be formulated and the Police will become involved if time is getting later in the day. The descent off Mackinnon Pass holds a number of options for people to go wrong, with streambeds that can lead people off the track. In the case of establishing if someone that should have been at the back and is not, you firstly have to establish if the person is in front of the back people you are with, so in the case of coming off the pass for instance, the Back Guide or Middle Guide(s), can stop and make their way back towards the last guide checking the Party in between. You cannot always rely on the information that the walkers give, you should make physical contact to be sure. We are not trying to make out that people are like children, but we have had cases where they have done some extraordinary things and we must be very careful to consider every alternative, no matter how absurd it sounds.

Emergency Evacuation

The Routeburn and Milford Tracks, with the numbers of people walking on a daily basis both Independent and Guided and the nature of the weather and terrain, combine to make the chance of a serious injury or accident. We deal with a number of evacuations from the tracks over the course of a season.
We will instruct you on the procedure for evacuation.
You will be issued with a form in your First Aid Kit to fill out at the scene to assist in providing emergency services with information for them to make an assessment on the patient's condition and what things they might need to bring with them.
In the case of using a winch due to unavailability to land, the usual procedure is for the medic to come down with an empty stretcher first and help load the patient and prepare the set-up for lifting, so you won't be alone.
You are in direct communication with the helicopter as they have our radio frequency. This is very beneficial in helping the Helicopter locate you in dense bush.

Group Transportation Using Helicopter

In most situations when we cannot walk, the area causing the problem can be flown over and the group affected can continue walking. In some situations it cannot.
Helicopter safety will be demonstrated to you during training.
Some things to think about when moving the group are as follows:
When flying the group from a remote location, i.e. away from our lodges, the guides may be the only staff organising the walkers.
A minimum of 2 staff are required to load or unload a helicopter, one to assist in or out at the machine itself, also opening and closing the doors, and one located beside ensuring that people are exiting or entering the scene in the right direction. Typically one of the Operations Team will be there to assist and act as the loader/unloader and one guide will be in charge of crowd control. The role of loader/unloader and crowd control will need to be assigned and confirmed ahead of the flights.
On loading the usual procedure is to first remove any walking poles from the group and these are lashed together and a guide takes control of them.
The party should be organised in groups corresponding to the type of helicopter being used.
Usually 6 for a Squirrel or 4 for a Hughes 500 (occasionally this could be different due to high winds or other reasons, the pilot will let you know what they want).
Walkers are to remove all loose clothing, particularly hats, and umbrellas are to be stashed to their packs or placed with walking sticks.
When the machine settles on the Landing Zone, the loader opens the door and signals to the crowd controller for two people to approach. On reaching the machine the walker puts his or her pack at the feet of the loader who will place it in the pod and then assist the walker into the helicopter. Once in, the loader assists the walker to fasten seat belts. Once seatbelts are ready the loader will signal to the crowd controller to send the next two people (who will be in the front seat), repeat the steps as above, then signal for the final two people (if flying six people). When loaded, close the pod and the doors, signal to the pilot that it is clear to lift off and crouch in a safe spot.
People do some unpredictable things around helicopters, and you as the guide have to be aware and ready to react to them.

We have had guides tackle people in the past who have ventured into a dangerous area around a helicopter. Remember that yelling at them is sometimes not enough due to the noise, hand signals and physically directing them is needed.
Flying from a hut, the same procedures apply, but the terrain is more suited towards safety and you will have the assistance of lodge staff.
While waiting for the arrival of the helicopter, the procedure is to designate who will be traveling in what load. Write this down in the flight manifest sheet. Be aware that sometimes families like to split up and travel on different loads. Be prepared to alter this if we need to change how many guides or Operations staff are on the first or subsequent flights.
When flying in bad conditions, it is always good to keep the people and their packs together on the same load, if conditions deteriorate as sometimes happens, the machine may be delayed, or not be able to complete the entire group transfer and then you won't have the problem of people being separated from their possessions.

Helicopter Safety Tips

- Passengers must not smoke in or around the helicopter
- Do not wear articles of loose clothing, i.e. hats or scarves. Check baggage and freight for security i.e. loose or open, flaps, open boxes and articles which may blow away in rotor wash
- Keep well clear of landing areas when the helicopter is landing or taking off, especially with external loads
- Shield your eyes near a helicopter when it is landing or taking off
- Only approach a helicopter when the pilot has signaled you to do so. Stand well in front of the helicopter so the pilot can see you. Do not approach a helicopter which is starting up or shutting down
- When directing a helicopter, stand with your back to the wind, arms outstretched in the direction of the landing area
- Always approach the helicopter from the downhill side. Never approach from the uphill side
- Crouch down when you move under the rotor disc
- Do not remain towards the outer circle of the rotor disc. Move right up to the cabin doors
- Do not move to the rear of the helicopter. Beware of the tail rotor and engine exhaust
- Never run around a helicopter
- Do not touch windows or any moving parts
- Carry tools and other long objects horizontally below waist level – **NOT** upright or over shoulder
- Never throw any objects in vicinity of helicopter
- Close doors GENTLY – **do not slam**. Do not let them swing in the wind
- Ensure your seatbelt is inside before closing the door
- Fasten seatbelt on entering helicopter and leave it done up until the pilot signals you to get out
- If you use the intercom for communication, speak normally – **DO NOT SHOUT**. Keep the microphone against your lips
- When the pilot signals you to leave the helicopter after landing, close the doors gently. Check the seatbelt is not hanging outside.
- Crouch down and move away from the helicopter keeping in sight of the pilot
- **REMEMBER THE MAIN & TAIL ROTOR BLADES AND ENGINE EXHAUST**
- Noise and downwash cause confusion so take your time and **STAY ALERT!**

Radio

As a Guide, this is your single **most important tool**.
The proper operation of them, handling, charging and understanding the channels will be instructed in training.

It must be kept in mind that the repeaters use a battery supply with solar recharging and in times of severe conditions on the track, the amount of radio talk goes up.
In such times you have to limit your usage to the bare minimum.
Keep it short and to the point.
Idle chit chat is to be avoided. Remember that the entire operation along the track and in Queenstown and all the people walking the track next to a guide will hear what you are saying.
People come to the Routeburn and Milford Tracks to get away from radios and the like.
Individual's names, lodge names and office locations are to be used as call signs on the radio.

Example: John is calling Mackenzie Lodge
"Mackenzie, Mackenzie from John"
i.e. the person you are calling followed by your call sign.

While on duty you should always have your radio on and on the right channel. You should also keep it near you at all times.
You are responsible for keeping it charged sufficiently for the coming days of work. Nothing is more embarrassing or potentially dangerous than having your battery run flat on duty.

Routeburn Channels

---- Channel 1 Passburn repeater

---- Channel 2 Consolation repeater

---- Channel 3 Harris Saddle repeater

---- Channel 4 Simplex channel (line of sight)

---- Channel 5 DoC Routeburn

Milford Channels

Because of the use of the multi-channel radio system, the following is a simplification of the procedures and a more efficient way of operating it with the correct terminology.
The system is divided into 3 Channels:

- Channel 1 (Operational Channel carried by all lodge and guide radios)
  This involves the repeaters of Skelmorlie and Pillans.
  6 being Pillans and 7 being Skelmorlie on the radio channel selector depending on your location on the track.
- Channel 2 (Secondary Channel carried by all lodge and guide radios)
  This is channel selector 8 (Pillans) & 9 (Skelmorie) on the radios depending on your location on the track.
- DoC Channels
  This is channel selector 15 (Arthur) & 16 (Clinton) on the radios depending on your location on the track.

Channel 1 is the listening watch channel that everyone should be on. It is carried by DOC, helicopters and all personnel on the track.

If for whatever reason you wish to go to the Secondary Channel, after establishing communication with the other party you should say “Go to Channel 2”.
You should then wait for the other party to reply, e.g. “Going to 2”.
This is important as it acknowledges that the other party has heard and understood the request.
Once on Channel 2 you can continue the conversation.
At the completion of the conversation it is important that you advise of switching back to Channel 1 (Operational Channel). E.g. “Switching back to 1” and by waiting for the reply “Switching back”.
This is important as it reduces the chance of forgetting to switch back which could cause real problems if someone is trying to raise you on Channel 1.

Radio Issues

During storms or long periods without sun the repeaters can run low on battery power, which can compromise our radios being able to communicate with the lodges or back to Queenstown.
Guides need to be aware of whether the repeaters are working or not. Before leaving a lodge, if you suspect the repeaters are down, test the radio to see if they are working, if they are not working let Queenstown know via satellite phone at the lodge. You will need to come up with a plan with Queenstown office on how you will manage the group for the day without the repeaters working.
All radios should have a simplex channel which will allow you to communicate through line of sight. This means that you can communicate amongst the guides and to the lodges if you are close to them. You will not be able to reach Queenstown and there are areas of the track you will not be able to reach a lodge either with the simplex channel.
All radios should have the Doc Channel also. You may have to use their channel in an emergency.
If we have concerns about flooding and flying it is essential Queenstown can contact you, there is a possibility in very poor weather a group may stay at the lodge until communication is restored or we have settled on a plan all parties are happy with.
If a guide’s radio stops working during the day, the message will need to be passed on as soon as possible. It is vital that the back guide has a working radio at all times. Usually the middle guide for the day will end up with the radio that is not working and group management will need to allow for this.
If a repeater fails during the day, the guides will need to establish a plan from the next guide tag or lunch spot. Generally we should be able to carry on as usual if the guides move to the simplex channel. The Doc channel is there if an emergency was to occur.
It is important that on a day to day basis guides are only using the radios when needed and conversations are kept to the important points, this will save some of the power in the repeaters until the sun can recharge the batteries. It is also important that radios are fully charged before leaving the lodge each day.

Hut Hold Over Procedure

When conditions are such that we cannot use the helicopter, a Hut Holdover occurs.
This is an easy enough option to do, but in reality it provides us with a lot of other problems such as changing the groups travel plans and onward reservations.

As guides you will be asked to firstly find those of the party that have pressing travel arrangements. Such as when they arrive at Queenstown, they were flying out to Christchurch that day and then connecting to an International Flight.
What would also make things a lot easier is if the guides deal with the group in the same order as the group list that you carry, so when reading the details out over the telephone or radio the office person can progress down the order without having to look all about for each person.

Pass Hut Guide

The role of the Pass Hut guide is to ensure Pass day operates efficiently and safely. The Pass Hut guide will need to manage their placement within the group on the way down and slot in where needed (generally 3rd or 4th down). They are also in charge of opening up Pass Hut, filling thermoses, maintaining stock levels and cleaning toilets. This role adds the ability for more feedback to be passed on to the guides as they come through.
After making lunch, leave Quintin Lodge at 7.30am with supplies needed.
Clean Anderson shelter toilet and restock toilet paper.
Arrive at Pass Hut no later then 9.30am
Clean the Pass Hut toilet and prepare the hut for the party.
Fill thermoses and take over to guides at the memorial.
Water is obtained from the drinking water tank outside the hut.
Allow guides to have lunch and let them know the spread of the group and how many have left. It is up to you to make sure there are not huge gaps between guides as they head down.
Communicate with Pompolona each night to find out what the next groups ability is like. It is also a good idea to print out a walker list for each group; this can be done at Quintin
NOTE:
It is very important that you are organised, as Pass Hut is very congested with 50 walkers inside. You have to be up with the play as far as boiling water and clean cups are concerned. Before leaving, take note of stock levels and record what you will need to bring up the next day. Please rotate thermoses through a proper wash (sterilizer) at Quintin
Once down to Quintin have a break until after dinner. You should be around to help the other guides where needed. This includes being part of the daily debrief.

Senior guide role:
When a senior guide is on pass hut duty there is an expectation that they will sit down with the guides individually and have a catch up as to how the day, trip and season is going. These don't need to be appraisals but what has been going well and areas to improve should come out of these chats.

Guides House

The house is available to all guides, however some may find accommodation elsewhere.
It is important that the company knows which guides are using it, so they can have the lodgings deducted accordingly and know where to find you. And heaven forbid in the worst case scenario such as a fire, who may have been residing there at the time.
The system will be much like a backpackers, one lot out one lot in.

Consideration to the other guides using the facility is understandably important. The company has a policy of no visitors staying overnight, **including lodge staff**.
Don't leave any food that is going to go off in the fridge and always make sure you tidy up after yourself with dishes etc. Those using the facility will be issued with a door code. Remember to lock up well, it's not only your gear that could be stolen. There are small lockers available for your use (you will need to provide your own padlock).
The cleanliness of the bathroom should not be left up to one person, everyone should be doing his or her part.
Cars are not to be parked on the lawn.

How to Deal with a Complaint

Please remember the following:

(i) Our guests are expecting a high-end product and service.

(ii) Many of our guests have never experienced anything like our walks before. Please remember this when dealing with nerves, questions, annoyances and complaints. It is our job to ensure that they have an experience to remember, for all of the right reasons.

(iii) Be calm and professional at all times when dealing with guests, even when problems arise. DO NOT argue or debate any issue with them, if circumstances require and you cannot resolve the issue, refer the matter to your manager for further attention. It is important that you do not promise something that you yourself cannot make happen.

(iv) If there is a complaint that involves a safety component, you will need to complete an incident form so it can be investigated properly and any learnings can be applied to our standard operating procedures.

How to Read a Weather Chart

Understanding all the lines, symbols and movement on a weather map can be confusing and off putting. Here are a few tips to understanding a weather map.

Isobars

Isobars are similar to contour lines on maps; they show equal pressure and give an idea of wind strength. Charts also show H for high or L for low. In the southern hemisphere the airflow for a low is clockwise and is otherwise known as a cyclone. High pressure systems flow anti clockwise and are known as anti-cyclones. When isobars are tightly packed it means the winds will be strong. Just like a map where tightly bunched contours mean steep country.

Fronts

Also on weather charts are fronts (known as troughs or convergence zones). Fronts are boundaries of air masses similar to an eddy line in a river. On a chart these areas appear with a line. On this line there will be triangles, semi circles or both. Triangles represent a cold front. Semicircles are a signal for a warm front and lines with both are called an occluded front. This is when a warm front is over taken by a cold front with the directions of the symbols indicating the direction of the front. Occluded fronts are when a warm front gets stuck under a cold front. This leads to very dense clouds and generally a lot of rain,

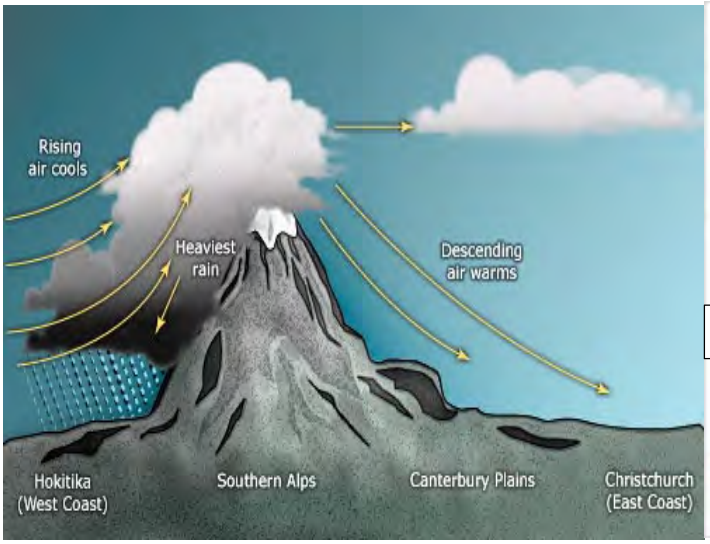
dramatic temperature changes will be seen too. Quite often it gets cold quickly if the triangles and semicircles are on opposite sides of the line. This is an indication of a stationary front. These tend to be very slow moving which can take a long time to pass and so too the temperature is likely to be slow to change.
Understanding the effects of how these fronts move is important when judging rainfall and or impact from rainfall. If an occluded front is moving through quickly we can expect a large amount of rain to fall in a short amount of time. This can cause rivers to rise very quickly, especially side streams. On the other hand, rivers will also drop just as quick once the front has moved on. If we look and see that it is a stationary front coming our way we can expect to be getting wet for days on end. Rivers will still rise but will generally take a lot longer as the forest tends to be able to keep up to a certain extent, however if it has been raining for 5 days you are going to see the major rivers in full flood. Altitude can affect these too with the likelihood of snow in earlier parts of the season a factor to keep in mind.

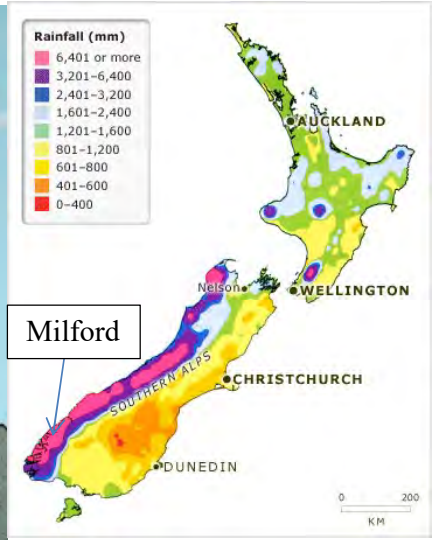
Ridges and Cols

Ridges and Cols are again similar to reading a maps contours. Cols are the areas that look similar to gullies on a map. They are the area between two weather systems where a bit of a low might be pushing up into a high. Watch out for these as they often mean thunderstorms or fog.

Orographic Rainfall (Relief Rainfall)

Orographic rainfall occurs from the process when an air mass is forced from a low elevation to a high elevation. As it rises it cools and condenses and quite often leads to rain on the (up wind side). It is very common in the south island of NZ. Off the west coast the fronts come across the Tasman Sea picking up moisture, the front then hits the Southern Alps, is forced upwards cooling and condensing on its way up. As it does this it starts to rain across the west coast and into the mountain catchments. By the time it is over the mountains it is out of moisture (down wind side) and creates warm dry winds. This is why we have the very wet west coast and almost desert like conditions on parts of the east coast.
This system of events can also produce snow, hail, sleet and fog.
The Milford track is very prone to this weather event as the track passes through the mountainous catchments of the west coast. Because we are so close to the coast, we get some of the biggest annual rainfall amounts in NZ.
This diagram shows how extreme the rainfall levels are.





Clothing and Equipment

Uniform provided:	**Personal equipment:**	
Rain Jacket	Boots	Camera
Softshell Jacket	Pack	Water bottle or bladder
Merino T shirts	Head torch/torch	Dry-bags
Lodge shirt	Spare Thermal Layers	Waterproof document case
Walking Shorts	Gloves	Pack-liner (Essential!!!)
Lodge Shorts	Phone (used as alarm clock & camera)	Sunglasses
Beanie/ Hat	Multi-tool	Gaiters (optional)
Over-trousers (wet weather)	Toiletries (there is body wash, shampoo and conditioner at the lodges)	
First Aid kit	Socks (for walking and for in the lodges)	
Radio	Lodge Shoes (trail or running shoes, fully enclosed)	
Walking Poles	Thermal layers (you can buy these from us pre-season at less than cost)	
High vis vest	When doing the Milford Track, we send a bag forward to the last lodge that contains a nice set of clothes for the last night in Milford Sound. You will need to provide a small day-bag for this.	
Thermos		

Personal Safety

The main duty for you as a guide is to ensure the safety of the group you are guiding and also render assistance to anyone in distress on the track such as independent walkers, keeping in mind your priorities are to our walkers first.
Something more important than that is your own personal safety!
You will be asked to go out in bad conditions and assess areas and may find yourself in conditions that you are not happy with.

We all work as a team and rely pretty heavily on each other out there, conditions on the track can be harsh and you have to think not only for yourself, but also for the **weakest members of your Party.**

At no time should you feel you are getting into a situation yourself or with a group, that you are not comfortable with.
You are the one facing whatever the problem may be.

Don't be afraid of getting on the radio to the Guide Manager or Track Operations Manager and voicing your concerns.

Generally, guides work is only on the main tracks. However, occasionally a situation may arise where you have to leave the main track. If at any time you need to go 'off track', be sure to alert another staff member over the radio and keep checking in every 15 minutes until you return to the main track. Be clear about where you are going and what you are doing, just in case something happens and you need assistance.

During your time off in the afternoons (**not evenings**), you are permitted to leave the lodge. Safety must be kept in mind for anything you plan to do, including leaving detailed intentions, carrying a radio and first aid kit, being aware of weather/track conditions, not running and not crossing the main river (unless there is a bridge). If on your own, you must stick to the track. There is a minimum of two people required if going off track, as well as a map and compass.

Each lodge has some boundaries in terms of how far you can go.

Glade: Between the Wharf and the Bridge
Pompolona: Between Prairie Lake and Corkscrew
Quintin Lodge: Between Andersons Cascades, Sutherland Falls and Sandy Flats
McKellar: Between Last View of Greenstone and Caples turnoff
Mackenzie: Between The Orchard, Split Rock, Photo Rock
Falls: Between OPC bridge and the 1994 Slip

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HEALTH & SAFETY PLAN

Version 1-1 16 October 2018

Approved by: Shaun Liddy
Track Operations Manager

Noel Saxon
General Manager

Date: 16th October 2018

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INTRODUCTION

ABOUT ULTIMATE HIKES (UH)

Ultimate Hikes (UH) is the trading arm of Tourism Milford Limited which operates the following:

Operation	Lodges	Walk
Encounter Guided Day Walks	N/A	• Routeburn Track Encounter (13 - 19 km) • Milford Track Encounter (11 km)
Routeburn Guided Walk	• Lake Mackenzie • Routeburn Falls	• 3 day walk (40 km)
Milford Guided Walk	• Glade House • Pompolona Lodge • Quintin Lodge • Mitre Peak Lodge	• 4 day walk (55 km)
Grand Traverse	• Steele Creek • Lake McKellar	• A combination of the Greenstone and Routeburn Walk • 6 day walk (75 km)
Classic		• A combination of the Milford and Routeburn Walk • 8 day walk

OUR OPERATING ENVIRONMENT

The UH Head Office is based in Queenstown, where UH Managers and our Reservations staff are based. There is also a satellite office in Te Anau. Our walks and Te Anau office operate each walking season while our Head Office is operational all year. The Milford Track is open from 1 November each year to 22 April, while the Routeburn Track is open 1 November to 22 April each year.

Our guided walks operate in the middle of two of the world's finest National Parks, which places an immense responsibility on our staff. Walking concessions are granted to UH by the Department of Conservation, and strict adherence with provisos attached to these concessions is required.

OBJECTIVE OF THIS PLAN

The objective of this Health and Safety Plan is to document and outline procedures and plans that UH has developed for managing Health and Safety and handling emergencies which may arise at any time during our months of operation.

Direction is taken from the following:

Legislation / Standards	Can be Found;	Comments:
Health and Safety at Work Act 2015	www.legislation.govt.nz	Replaced Health and Safety in Employment Act 1992, as well as the separate Adventure Activities Regulations 2016
NZS 4801 _ Occupational Health & Safety Management Systems 2001	www.standards.co.nz	
Building Act 2004	www.legislation.govt.nz	
Fire Safety and Evacuation of Building Regulations 2006	www.legislation.govt.nz	
Sale and Supply of Alcohol Act 2012	www.legislation.govt.nz	Replaced Sale of Liquor Act 1989
Food Act 2014	www.legislation.govt.nz	Food Act 2014 came into force in 2016

Food Hygiene Regulations 1974	www.legislation.govt.nz	
Hazardous Substances and New Organisms Act 1996	www.legislation.govt.nz	Hazardous Substances and New Organisms Amendment Act 2015 not yet in force
Land Transport Act 1998	www.legislation.govt.nz	
Approved Codes of Practice:		
Management of Substances Hazardous to Health	www.business.govt.nz	
Guidelines for Workplace Health Surveillance	www.business.govt.nz	
Guidance for Managing Drug and Alcohol – Related Risks in Adventure Activities	www.business.govt.nz	
First Aid for Workplaces - A good Practice Guide	www.business.govt.nz	
Guidelines for the Safety of Staff from the Threat of Robbery	www.business.govt.nz	
Guidelines for Using Computers	www.business.govt.nz	
Your safe driving policy	www.nzta.govt.nz	
Outdoor Activities – Guidelines for Leaders	www.outdoorsnz.org.nz	
Alpine Hiking ASG	www.supportadventure.co.nz	Some elements of this do not apply to our activities, but there are some relevant sections.

WHO IS COVERED BY THIS PLAN?

UH recognises the need for each of its employees to be provided with a safe and healthy place in which to work. We also recognise the need for each and every guest to be provided with a safe and healthy place in which to enjoy their recreational experience. Subsequently, this plan focuses on the safety of all persons who walk with UH.

WHAT IS COVERED IN THIS PLAN?

While it doesn't document all health and safety procedures for each of the tracks, this plan does outline UH generic Health & Safety Processes as well as generic Emergency Management Procedures.

RELEVANT LEGISLATION - HEALTH & SAFETY AT WORK ACT 2015

This Act came into force on 04 April 2016. Relevant sections are cited below.

Health and safety at work

Subpart 1—Preliminary provisions

3 Purpose

(1) The main purpose of this Act is to provide for a balanced framework to secure the health and safety of workers and workplaces by—

(a) protecting workers and other persons against harm to their health, safety, and welfare by eliminating or minimising risks arising from work or from prescribed high-risk plant; and

(b) providing for fair and effective workplace representation, consultation, co-operation, and resolution of issues in relation to work health and safety; and

(c) encouraging unions and employer organisations to take a constructive role in promoting improvements in work health and safety practices, and assisting PCBUs and workers to achieve a healthier and safer working environment; and

(d) promoting the provision of advice, information, education, and training in relation to work health and safety; and

(e) securing compliance with this Act through effective and appropriate compliance and enforcement measures; and

(f) ensuring appropriate scrutiny and review of actions taken by persons performing functions or exercising powers under this Act; and

(g) providing a framework for continuous improvement and progressively higher standards of work health and safety.

(2) In furthering subsection (1)(a), regard must be had to the principle that workers and other persons should be given the highest level of protection against harm to their health, safety, and welfare from hazards and risks arising from work or from specified types of plant as is reasonably practicable.

Health and safety duties

Subpart 1—Key principles relating to duties

30 Management of risks

(1) A duty imposed on a person by or under this Act requires the person—

(a) to eliminate risks to health and safety, so far as is reasonably practicable; and

(b) if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable.

(2) A person must comply with subsection (1) to the extent to which the person has, or would reasonably be expected to have, the ability to influence and control the matter to which the risks relate.

DEFINITIONS - HEALTH & SAFETY AT WORK ACT 2015

The following terms are used throughout this document:

Hazard	Anything that can cause harm. A person's behaviour can also be a hazard where that behaviour has the potential to cause death, injury, or illness to a person (whether or not that behaviour results from physical or mental fatigue, drugs, alcohol, traumatic shock, or another temporary condition that affects a person's behaviour).
Risk	Risk can be described as the likelihood certain consequences (death, injury, or illness) occur when a person is exposed to a hazard. Risks arise from people being exposed to a hazard (a source of harm).
PCBU	(1) In this Act, unless the context otherwise requires, a **person conducting a business or undertaking** or **PCBU**— (a) means a person conducting a business or undertaking— (i) whether the person conducts a business or undertaking alone or with others; and (ii) whether or not the business or undertaking is conducted for profit or gain; but (b) does not include— (i) a person to the extent that the person is employed or engaged solely as a worker in, or as an officer of, the business or undertaking: (ii) a volunteer association: (iii) an occupier of a home to the extent that the occupier employs or engages another person solely to do residential work: (iv) a statutory officer to the extent that the officer is a worker in, or an officer of, the business or undertaking: (v) a person, or class of persons, that is declared by regulations not to be a PCBU for the purposes of this Act or any provision of this Act. (2) In this section, **volunteer association** means a group of volunteers (whether incorporated or unincorporated) working together for 1 or more community purposes where none of the volunteers, whether alone or jointly with any other volunteers, employs any person to carry out work for the volunteer association.
Officer	In this Act, unless the context otherwise requires, **officer**, in relation to a PCBU,— (a) means, if the PCBU is— (i) a company, any person occupying the position of a director of the company by whatever name called: (ii) a partnership (other than a limited partnership), any partner: (iii) a limited partnership, any general partner: (iv) a body corporate or an unincorporated body, other than a company, partnership, or limited partnership, any person occupying a position in the body that is comparable with that of a director of a company; and (b) includes any other person occupying a position in relation to the business or undertaking that allows the person to exercise significant influence over the management of the business or undertaking (for example, a chief executive); but (c) does not include a Minister of the Crown acting in that capacity; and 1. (d) to avoid doubt, does not include a person who merely advises or makes recommendations to a person referred to in paragraph (a) or (b).
Worker	(1) In this Act, unless the context otherwise requires, a **worker** means an individual who carries out work in any capacity for a PCBU, including work as— (a) an employee; or (b) a contractor or subcontractor; or (c) an employee of a contractor or subcontractor; or (d) an employee of a labour hire company who has been assigned to work in the business or undertaking; or

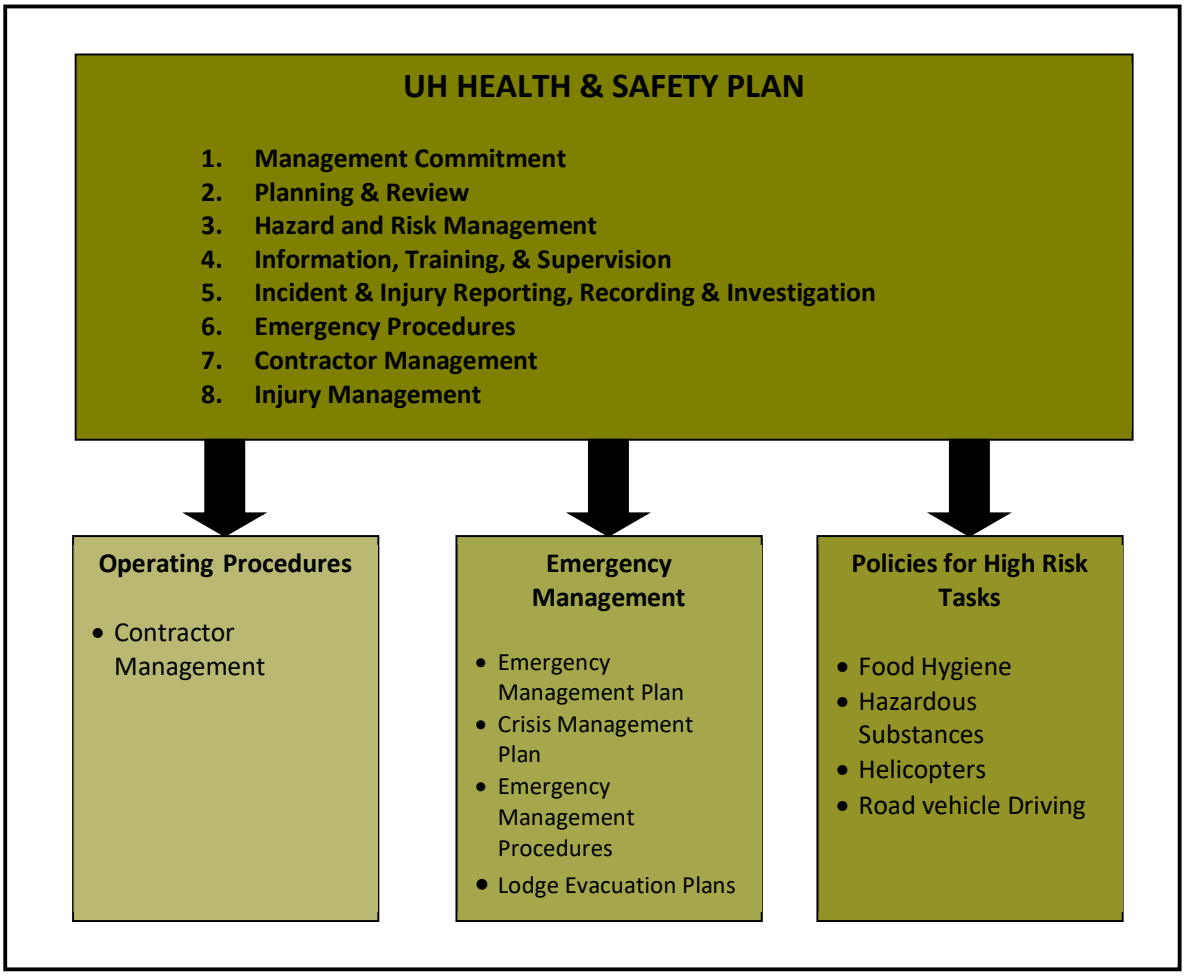
	(e) an outworker (including a homeworker); or (f) an apprentice or a trainee; or (g) a person gaining work experience or undertaking a work trial; or (h) a volunteer worker; or (i) a person of a prescribed class. (2) For the purposes of subsection (1),— (a) a constable is— (i) a worker; and (ii) at work throughout the time when the constable is on duty or is lawfully performing the functions of a constable, but not otherwise: (b) a member of the Armed Forces is— (i) a worker; and (ii) at work throughout the time when the member is on duty or is lawfully performing the functions of a member of the Armed Forces, but not otherwise: (c) a PCBU is also a worker if the PCBU is an individual who carries out work in that business or undertaking. (3) In this Act, a **volunteer worker**— (a) means a volunteer who carries out work in any capacity for a PCBU— (i) with the knowledge or consent of the PCBU; and (ii) on an ongoing and regular basis; and (iii) that is an integral part of the business or undertaking; but (b) does not include a volunteer undertaking any of the following voluntary work activities: (i) participating in a fund-raising activity: (ii) assisting with sports or recreation for an educational institute, sports club, or recreation club: (iii) assisting with activities for an educational institute outside the premises of the educational institution: (iv) providing care for another person in the volunteer's home.
Supply	(1) In this Act, unless the context otherwise requires, **supply**, in relation to a thing,— (a) includes the supply (or resupply) of the thing by way of sale, exchange, lease, hire, or hire purchase, whether as a principal or an agent; but (b) does not include— (i) the return of possession of a thing to the owner of the thing at the end of a lease or other agreement; or (ii) the supply of a thing by a person who does not control the supply or has no authority to make decisions about the supply (for example, a registered auctioneer who auctions a thing without having possession of the thing or a real estate agent acting in his or her capacity as a real estate agent); or (iii) a prescribed supply. (2) The supply of a thing occurs on the passing of possession of the thing to the person or an agent of the person to be supplied. (3) A financier is taken not to supply any plant, substance, or structure for the purposes of this Act if— (a) the financier has, in the course of the financier's business as a financier, acquired ownership of, or another right in, the plant, substance, or structure on behalf of a customer of the financier; and (b) the action by the financier, that would be a supply but for this subsection, is taken by the financier for, or on behalf of, that customer. a. (4) If subsection (3) applies, the person (other than the financier) who had possession of the plant, substance, or structure immediately before the financier's customer obtained possession of the plant, substance, or structure is taken for the purposes of this Act to have

	supplied the plant, substance, or structure to the financier's customer.
Notifiable Injury or Illness	(1) In this Act, unless the context otherwise requires, a **notifiable injury or illness**, in relation to a person, means— (a) any of the following injuries or illnesses that require the person to have immediate treatment (other than first aid): (i) the amputation of any part of his or her body: (ii) a serious head injury: (iii) a serious eye injury: (iv) a serious burn: (v) the separation of his or her skin from an underlying tissue (such as degloving or scalping): (vi) a spinal injury: (vii) the loss of a bodily function: (viii) serious lacerations: (b) an injury or illness that requires, or would usually require, the person to be admitted to a hospital for immediate treatment: (c) an injury or illness that requires, or would usually require, the person to have medical treatment within 48 hours of exposure to a substance: (d) any serious infection (including occupational zoonoses) to which the carrying out of work is a significant contributing factor, including any infection that is attributable to carrying out work— (i) with micro-organisms; or (ii) that involves providing treatment or care to a person; or (iii) that involves contact with human blood or bodily substances; or (iv) that involves handling or contact with animals, animal hides, animal skins, animal wool or hair, animal carcasses, or animal waste products; or (v) that involves handling or contact with fish or marine mammals: (e) any other injury or illness declared by regulations to be a notifiable injury or illness for the purposes of this section. 1. (2) Despite subsection (1), **notifiable injury or illness** does not include any injury or illness declared by regulations not to be a notifiable injury or illness for the purposes of this Act.
Notifiable Incident	(1) In this Act, unless the context otherwise requires, a **notifiable incident** means an unplanned or uncontrolled incident in relation to a workplace that exposes a worker or any other person to a serious risk to that person's health or safety arising from an immediate or imminent exposure to— (a) an escape, a spillage, or a leakage of a substance; or (b) an implosion, explosion, or fire; or (c) an escape of gas or steam; or (d) an escape of a pressurised substance; or (e) an electric shock; or (f) the fall or release from a height of any plant, substance, or thing; or (g) the collapse, overturning, failure, or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with regulations; or (h) the collapse or partial collapse of a structure; or (i) the collapse or failure of an excavation or any shoring supporting an excavation; or (j) the inrush of water, mud, or gas in workings in an underground excavation or tunnel; or (k) the interruption of the main system of ventilation in an underground excavation or tunnel; or (l) a collision between 2 vessels, a vessel capsize, or the inrush of water into a vessel; or (m) any other incident declared by regulations to be a notifiable incident for the purposes of this section. (2) Despite subsection (1), **notifiable incident** does not include an incident declared by regulations not be a

	notifiable incident for the purposes of this Act.
Notifiable Event	In this Act, unless the context otherwise requires, a **notifiable event** means any of the following events that arise from work: (a) the death of a person; or (b) a notifiable injury or illness; or (c) a notifiable incident.
Reasonably Practicable	In this Act, unless the context otherwise requires, **reasonably practicable**, in relation to a duty of a PCBU set out in subpart 2 of Part 2, means that which is, or was, at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters, including— (a) the likelihood of the hazard or the risk concerned occurring; and (b) the degree of harm that might result from the hazard or risk; and (c) what the person concerned knows, or ought reasonably to know, about— (i) the hazard or risk; and (ii) ways of eliminating or minimising the risk; and (d) the availability and suitability of ways to eliminate or minimise the risk; and (e) after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.
Workplace	(1) In this Act, unless the context otherwise requires, a **workplace**— (a) means a place where work is being carried out, or is customarily carried out, for a business or undertaking; and (b) includes any place where a worker goes, or is likely to be, while at work. (2) In this section, **place** includes— (a) a vehicle, vessel, aircraft, ship, or other mobile structure; and (b) any waters and any installation on land, on the bed of any waters, or floating on any waters.

HEALTH & SAFETY MANAGEMENT SYSTEM

KEY COMPONENTS



Ultimate Hikes ensures that staff comply with the relevant requirements of the Safety Management System. Specific authorities and responsibilities for health and safety requirements are assigned to competent staff and recorded, as appropriate, in performance agreements, contracts or other documentation.
Safety Management System documentation is current and available at appropriate locations, in the Head office and at all lodges. It is adequately protected from unauthorised modification, deletion and publication. Documentation is removed from circulation if obsolete, or clearly marked that it is not to be used.

All relevant documents can be found as follows in the **"O" Drive/Client Data:**

New Drive	**People**	**6.0 Health & Safety**

A full list of documents can be found below:

Document	Action by:	Last updated	Date Reviewed
Health & Safety Overview			
6.1.1 Health & Safety Plan	NS	Oct-18	Oct-18
6.1.2 H&S Mgmt Plan Checklist	SL	Oct-16	Oct-18
6.1.3 Health & Safety Responsibilities	SL	Oct-16	Oct-18
6.1.4 External Contact Lists	SL	Oct-16	Oct-18
Policies			
6.2.1 H&S Policy	SL	Oct-17	Oct-18
6.2.2 Rehabilitation Policy	SL	Oct-13	Oct-18
6.2.3 Purchasing Policy	LN	Oct-12	Oct-18
6.2.4 Drug and Alcohol Testing Policy	RR/SL	Oct-18	Oct-18
6.2.5 Driving Policy	RR	Oct-17	Sept-18
6.2.6 Helicopter Policy	ST/NS	Oct-18	Oct-18
Staff Employment, Training & Supervision			
Employee Application Form –Website	RR		Jun-18
4.1.2.1.2 Staff Induction Checklist	SL	Sept-15	Oct-18
4.1.3.2 Staff Handbook	NS/RR/SL	Aug-18	Aug-18
Pre-Season Staff Training Plans	NS/RR/SL	Oct-18	Oct-18
4.1.3.3 H&S Induction PowerPoint	RR/SL	Oct-16	Oct-18
4.3.2.1 Guides Operation Manual	TP	Oct-18	Oct-18
Lodge Operational Manuals	NS/RR/SL	Oct-18	Oct-18
Performance Review Forms	NS/RR/SL	Oct-16	Oct-18
Exit Interview Forms	NS/RR/SL	Apr-14	Oct-18
Staff Training/Reminder Facility	NS/RR/SL		Ongoing
Hazard Identification, Assessment			
6.3.1 Hazard Register	NS/LM/SL	Apr-18	Oct-18
6.3.2 Drug & Alcohol Workforce Risk Assessment	SL	Mar-14	Oct-18
6.3.3 Hazard Maps	SL	Oct-14	Oct-16
6.3.4 Medication Information	SL	Jun-14	Oct-16
Guides Trip Report Form	SL	Oct-18	Oct-18
Lodge Compliance Checklist	GM	Oct-14	Oct-16
Incident/Injury Recording, Reporting & Investigation			
6.4.1 How to Complete Reports	SL/RR	Oct-18	Oct-18
6.4.3 Notifiable Event Form	SL	Oct-16	Oct-18

6.4.4 Patient Report Form	SL		Oct-18
6.4.5 Return to Work Plan	SL	Oct-12	Oct-18
6.4.6 Glove Box Accident Form	RR		Oct-18
6.4.7 Provider Letter Consent Form	RR		Oct-18
Beakon website	LM		Oct-18
H&S Committee			
6.5.1 Committee Minutes Template.	NS	Sept-15	Oct-18
6.5.2 H&S Committee Information.	NS	Oct-16	Oct-18
Emergency Planning / Readiness			
6.6.1 Emergency Management Plan	SL	Oct-16	Oct-18
6.6.2 Crisis Management Plan	NS	Oct-16	Oct-18
6.6.3 Emergency Procedures	SL	Oct-14	Oct-18
6.6.4 Emergency Contacts list	SL	Oct-16	Oct-18
6.6.5 Medivac Form	SL	Oct-14	Oct-18
6.6.6 Medivac Debrief Form	LN/SL/RR	Oct-14	Oct-18
6.6.7 Coach Safety Information	RR	14-Oct-13	Oct-18
Lodge Evacuation Plans	AJ	Oct-17	Oct-18
MSDS / Substance Forms	PO		Oct-18
Contractor Documents			
6.7.1 Contractor Management Procedure	AJ	Sept-15	Oct-18
6.7.2 Contractor Induction Booklet	AJ	Oct-13	Oct-18
6.7.3 Contractor H&S Training PowerPoint	AJ	Oct-13	Oct-18
6.7.4 Contractor Induction Checklist	AJ	Oct-13	Oct-18
6.7.5 Contractor Selection Information Sheet	AJ	Oct-13	Oct-18
6.7.6 H&S Requirements for Contractors	AJ	Oct-13	Oct-18
6.7.7 Safe Work Permit	AJ	Oct-13	Oct-18
6.7.8 Contractor Performance Checklist	AJ	Oct-13	Oct-18
6.7.9 Post Contract Review	AJ	Oct-13	Oct-18
Film Crew / Events Documents			
6.8.1 Film Crew/Events Mgmt Procedure	PB	14-Oct-13	Oct-18
6.8.2 Event Plan & Pricing Document	PB	Oct-12	Oct-18
6.8.3 Film Crew Agreement	PB	Oct-12	Oct-18
6.8.4 H&S PowerPoint Induction	PB	Oct-11	Oct-18
Codes of Practice			

6.9.1 Legislation Report	SL	Oct-16	Oct-18
6.9.2 Health and Safety at Work Act 2015	SL	Apr-16	Apr-16
6.9.4 Building Act 2004	AJ	Oct-13	Oct-16
6.9.5 Fire Safety and Evacuation of Building Regulations 2006	AJ	Oct-13	Oct-16
6.9.6 Sale and Supply of Alcohol Act 2012	RR	Sept-15	Oct-16
6.9.7 Food Act 2014	PO	Oct-16	Oct-16
6.9.8 Food Hygiene Regulations 1974	PO	Oct-13	Oct-16
6.9.9 Hazardous Substances and New Organisms Act 1996	AJ	Oct-13	Oct-16
6.9.10 Land Transport Act 1998	RR	Oct-13	Oct-16
6.9.11 Management of Substances Hazardous to Health	AJ	Oct-13	Oct-16
6.9.12 Guidelines for Workplace Health Surveillance	SL	Oct-13	Oct-16
6.9.13 Guidance for Managing Drug and Alcohol - Related Risks in Adventure Activities	SL/RR	Oct-13	Oct-16
6.9.14 First Aid for Workplaces - A good practice guide	SL	Oct-13	Oct-16
6.9.15 Guidelines for Using Computers	RR	Oct-13	Oct-16
6.9.16 Guidelines for Safety - Robbery	RR	Oct-13	Oct-16
6.9.17 Your Safe Driving Policy	RR	Oct-13	Oct-16
6.9.22 Alpine Hiking ASG	SL	Mar-16	Sept-16
6.9.23 Worker Representation through Health and Safety Representatives and Health and Safety Committees April 2016	SL	May-17	May-17

Version Control

Current copies: All versions of this Safety Management System will be located as below. We will retain only the current version on the server.
Archived copies: We will retain paper copies only of old versions.

Version Number	When	What's new	Prepared by
	26 March 2014	Prepared new document outlining the Workforce Risk in relation to Drug and Alcohol Hazard	Shaun Liddy
	4 April 2014	Prepared a new Safety Practices Monitoring form Updated Avalanche response checklist in Emergency Procedures to place more weight on group rescue of buried victims	Shaun Liddy
	3 October 2014	Changed OutdoorsMark audit provider from Outdoors NZ to Skills Active	Shaun Liddy
	6 October 2014	Added reference to Walker Incident Forms in section 5.0 Incident and Injury Reporting Changed frequency of reporting GIR data to management from 3 monthly to monthly Added Lodge H&S Checklist to Document Checklist	Shaun Liddy
	6 October 2014	Removed 'Boat at McKellar' emergency procedure from Emergency Procedures, as we no longer use it	Shaun Liddy
	6 October 2014	Updated Serious Harm Form to the Worksafe NZ one	Shaun Liddy
	7 October 2014	Inserted signed and updated H&S and Rehabilitation Policies into Health and Safety Plan	Shaun Liddy

	10 October 2014	Added Hazard Maps (6.3.3) and Medication Information (6.3.4) into H&S documents.	Shaun Liddy
	16 September 2015	Changed operating dates to end 22 April for all tracks.	Shaun Liddy
	16 September 2015	Added comment to the HSE Act 1992 – will be replaced in 2016.	Shaun Liddy
	16 September 2015	Included reference to 'Safety Manager' the cloud based platform we are storing H&S information on, rather than our old Access database.	Shaun Liddy
	16 September 2015	Lodge evacuation plans updated and included.	Shaun Liddy
	16 September 2015	Added OutdoorsMark/Skills Active to contacts. Also added them to the notification process in the event of Serious Harm.	Shaun Liddy
	18 September 2015	Replaced Sale of Liquor Act 1989 with Sale and Supply of Alcohol Act 2012	Shaun Liddy
	4 May 2016	Removed references to Health and Safety in Employment Act 1992. Replaced with reference to Health and Safety at Work Act 2015.	Shaun Liddy
	23 September 2016	Changed Employee Participation section to 'Worker engagement, participation and representation', and updated content to reflect new requirements under the HSWA.	Shaun Liddy
	26 September 2016	Added 'near misses' to Health and Safety Committee information Accident/Incident section. Removed reference to old legislation in Emergency Procedures section. Updated entire Contractor Management section to reflect new legislation. Added Alpine Hiking ASG to Approved Codes of Practice. Updated "Hazard identification, assessment & management" section and changed the title to "Hazard and Risk Management".	Shaun Liddy
	7 October 2016	Updated contact details in multiple documents to replace Andrew Jolly with Shaun Liddy and Shaun Liddy with Tony Phillips. Changed the Media Liaison in Crisis Management Plan to an internal person. Replaced H&S induction power-point presentation with updated version. Removed all reference to GIR forms and replaced with new Incident Report Forms.	Shaun Liddy
0-1	31 May 2017	Included changes to align with new Safety Audit Standards (March 2017)	Shaun Liddy
1-1	14 October 2018	Changed incident website to Beakon from BWare Adjusted incident reporting process to match Removed documents relating to ACC WSMP audit	Shaun Liddy

1.0 MANAGEMENT COMMITMENT

Our Commitment to Health & Safety

UH values the health and wellbeing of its staff as an important contribution to the enjoyment and success of our organisation – we believe that people do not come to work to be sick or injured. Top leadership has approved the Safety Management System and provided the resources to establish, implement, maintain and continually improve the Safety Management System. Top leadership ensures that the importance of effective safety management and conformance to the Safety Management System is communicated to staff, participants, visitors, contractors and other relevant parties.

Our Health & Safety Policy

Ultimate Hikes new zealand

HEALTH & SAFETY POLICY

Company Commitment to Health & Safety

The management of Ultimate Hikes is committed to the provision of a safe and healthy work environment and the protection of our staff and others from accidental injury, illness, or harm, and our equipment and the environment from damage sustained during the course of carrying out our business.

Ultimate Hikes Management Responsibilities:

We at Ultimate Hikes agree to comply with all legislative requirements, regulations, codes of practice and safe procedures while operating our guided walk business. Ultimate Hikes is committed to ensure managers have an understanding of Health & Safety relative to their positions, health & safety will be a regular feature at management meetings, and will form part of the annual review process for our managers.

Ultimate Hikes management is committed to continually improving health & safety in our business, and values employee participation and consultation with employee representatives as a means of facilitating this. Regular health & safety meetings will ensure management & employees work together to address any issues as they arise and ensure that Ultimate Hikes employees use best work practices everyday as a matter of course.

Our managers will ensure that their staff are adequately trained to perform their roles to the required standard. Our managers will also ensure that hazards and risks are reviewed annually and as they arise to determine whether they can be eliminated or require minimisation. Where minimisation strategies are utilised to control a hazard or risk, Ultimate Hikes will provide staff with appropriate personal protective clothing and equipment as required and will, where appropriate, undertake annual health monitoring for staff exposed to particular hazards and risks.

Responsibility for our Safety Management System lies with the Track Operations Manager, Shaun Liddy.

Ultimate Hikes Employee Responsibilities

It is the responsibility of all staff to ensure that safe work methods are practised at all times to prevent possible harm to themselves and others, Ultimate Hikes equipment, and the environment. Employees must wear any personal protective clothing and use any personal protective equipment that is provided to them.

Employees are required to take all practicable steps to ensure that no action or inaction of any staff member while at work causes harm to any other person. To achieve this, all accidents, incidents, near misses, and potential hazards and risks not already recorded in the hazard and risk register (no matter how big or small) must be reported as soon as possible to their manager and recorded in the hazard and risk register.

Noel Saxon
General Manager

Date: .....

2.0 PLANNING & REVIEW

The performance of the Safety Management System is reviewed at least annually against the safety goals and objectives. This review takes into account staff consultation and feedback, findings from audits, reports from technical experts, and analyses and recommendations from specific reviews, including incident reviews. Where available, collated data and information from the sector is considered.

There are scheduled internal reviews of adventure activities, specifically walking through avalanche prone terrain, walking through flood prone terrain and the risk of getting lost in poor visibility. Adventure activities are also reviewed when prompted by:

I. Audit findings;
II. Proposed changes to the activity, sites, hazards or risks;
III. Changes to the environment;
IV. Changes to key staff;
V. Incidents and emergencies;
VI. Changes in legislation, standards, guidelines, codes of practice or similar information.

Ultimate Hikes ensures that:

I. Reviews are conducted by people with current competence in the activity;
II. Opportunities for improvement are identified;
III. Outcomes are communicated to staff and other relevant parties;
IV. Actions arising from reviews are implemented.

Where appropriate, technical experts may be used to assist in the review of activities.

Safety goals and objectives

When establishing safety objectives, Ultimate Hikes considers:

I. The views of relevant other parties;
II. Hazards and risks;
III. Technology and usage options;
IV. Financial, operational and business requirements.

Performance is monitored against safety objectives. The results are recorded and progress is communicated to the Board of Directors.

Our Process of Improvement

Internal Review Process

Department	Frequency	Responsibility
UH Management	Pre-Season	Review H&S objectives for pending season, and undertake planning as required. Develop H&S objectives for UH and consult with incoming staff to confirm these. Review all documents in O Drive/New Drive/6.0 Health & Safety folder for ongoing relevance. Organise management & staff H&S training as required.
Track Manager, Head Guides, & Lodge Managers	Pre-Season	Organise and undertake H&S induction training for their staff. Review Emergency Management Plans and Operating Procedures on each track. Arrange annual testing (e.g. fire drills). Undertake training of other staff as required.
Track Guides/Lodge Managers	Daily during season	Prevent accidents via constant monitoring of track conditions and hazard identification. Interact with the public and monitor behaviour on the tracks. Encourage UH staff to use safe practices while operating any equipment, lifting and doing general duties.
Health & Safety Committee	Monthly during season	Refer H&S Committee Terms of Reference document.
UH Management	Ongoing	Monitor H&S issues as they arise throughout the season.
All Parties	End of Season (and as specific issues arise)	Debrief and review of the season and where/what changes/improvements can be made immediately and for next season.
Track Operations Manager	Annually	Ensure the Safety Management System complies with the current Safety Audit Standard. Review, evaluate and report to the General Manager and Board of Directors on the performance of the Safety Management System.

External Review Process

Business	Frequency	Responsibility
Qualmark	Biannually	Health & Safety component as part of Qualmark Certification.
Skills Active	Tri-annually – with annual declaration of conformity	Outdoorsmark audit that allows registration under Adventure Activity Operators Legislation.

3.0 HAZARD AND RISK MANAGEMENT

The alpine environment presents natural hazards inherent with mountainous terrain but the installation of plant and provision of services at our lodges presents other hazards that employees may be exposed to or create in the course of their jobs.

Authorities and Responsibilities

General Manager	•Overall responsibility
Track Operations Manager	•Responsibility for ensuring SMS complies with Safety audit Standard •Responsible for reviewing, evaluating and reporting to the General Manager and Board of Directors on the performance of the SMS •Authority to implement Crisis Management Plan, Emergency Management Plan and conduct investigation
Guide Manager	•Responsible for reviewing and maintaining the Guide Manual (SOPs) •Authority to implement Crisis Management Plan, Emergency Management Plan and conduct investigation
Guides, Senior Guides & Drivers	•Responsible for following Standard Operating Procedures •Authority to halt an activity if safety is in question •Authority to implement Emergency Management Procedures
All other workers	•Responsible for following Standard Operating Procedures

About Our Hazard and Risk Catalogue

UH hazard and risk catalogue provides the basis for identification of these hazards and a means of documenting and communicating these hazards to all employees who may be exposed to them. It also references the control measures to eliminate, or minimise them. This catalogue forms part of the documented procedures required to meet the requirements of the Health and Safety at Work Act 2015.

It is comprised of four sections:

1. Hazard Identification
2. Hazard/Risk Analysis
3. Controlling the Hazard
4. Ongoing Identification of Hazards

It is produced in a modular form so that staff from each guided walk can focus on the hazard list applicable for their walk and lodges.

Our Hazard identification Process

Hazard Identification is done within each guided walk by undertaking the following steps:

Step 1:	Examine each area within each lodge or track and the activities carried out and then analyse the tasks.
Step 2:	Identify the actual hazard systematically and dynamically. Specific hazards are identified by: inspecting sites physically; studying maps and photographs; consulting with other industry operators and non-commercial users; reviewing standard operating procedures; reviewing past incident reports and lessons learned; reviewing past hazard information and looking for trends. Hazards could include:

	1. Chemical hazards 2. Noise hazards 3. Electrical hazards 4. Lighting hazards 5. Vibration hazards 6. Temperature hazards 7. Biological hazards 8. Ergonomic hazards 9. Physical hazards 10. Miscellaneous hazards
Step 3:	Rate the hazard to arrive at an inherent risk rating for each hazard. This is done using the risk assessment section of the Safety Manager website.
Step 4:	List what controls are desirable. Local controls specific to the hazard. Management control for ensuring these are implemented and remain active. The hazard is then rated for residual risk.

How We Rate/Assess Hazards

This information is detailed in our GIR documents can be found on the **"O" drive/**

New Drive	**People**	**6.0 Health & Safety**	• 6.4 Incident Injury Reporting & Investigation

Hazard Management

All significant hazards have priority of action but all identified hazards are examined and the control process asks the following questions:

- Can the hazard be reasonably and practicably **eliminated** - how? List the desirable controls if not.
- What measures can be taken to reasonably and practicably **minimise** the hazard? List the desirable controls.
- Measure the desired controls against the controls that exist currently - are they adequate? What is practical? What are the gaps?

Mechanisms for control may not necessarily be physical ones but may be a rule or procedures or practice, designed to reduce the risk. Physical controls are usually local controls specific to the hazard.

Management controls are implemented and remain active through staff participation and training, and the commitment of supervisory staff and management.

Clothing and Equipment

Ultimate Hikes will ensure that there is sufficient clothing and personal protective equipment for the intended activity, and that it is suitably stored and maintained. We will ensure that staff and participants are clothed and equipped for the activity in accordance with the equipment lists provided to participants and to guides. We will also ensure that clothing and equipment used is fit for purpose whether provided by us, the participant or a third party.

Using Independent Advisors

When required, the General Manager may facilitate referrals to external providers/specialists who can assist UH in regard to certain issues. Examples of contracted services would be for the provision of fire safety training or undertaking health screening.

Other advisors are contracted by the General Manager or Track Manager to review UH plant (e.g., fire protection equipment or Dangerous Goods stores) as required by the relevant legislation.

We take guidance from a number of external sources to manage our on track risks as well, most notably Avalanche Hazard and Flooding Hazards. The New Zealand Mountain Safety Council's Avalanche Atlas (both Milford and Routeburn Tracks) have identified the specific sites and hazard ratings. This is very useful when combined with the Department of Conservation's Avalanche Terrain Exposure Scale Which directly feeds into our Avalanche Hazard Mitigation document. The Department of Conservation advises us daily of hazard levels (during avalanche season) which are assessed by two Stage Two Avalanche Safety Practitioners. In regards to track closure because of Snow/Avalanche, High Wind, Heavy Rainfall/Flooding, we are bound to the Department of Conservation's Track Closure/Re-opening Procedures for the tracks we operate on. These procedures have been developed from years of specific experience in these areas.

Health Screening/Monitoring Procedures

Baseline and ongoing personal health monitoring may be required in relation to exposure to any job related health hazard.
Monitoring may involve environmental measurements (e.g. air or dust sampling, water tests, sound levels etc.) or direct health monitoring of individuals (e.g. blood, urine, lung function tests).
Ultimate Hikes will assess potential risks to personal health of the employment tasks involved in each job description.

Health monitoring may be required for staff members:

- Where there is an identifiable disease or health effect that may be related to an exposure;
- Where there is a reasonable likelihood that the disease or health effect may occur under the particular conditions of work.

Where a work activity or process involves substances hazardous to health, then the "Approved Code of Practice for the Management of Substances Hazardous to Health in the Place of Work" should be followed. The supporting booklet, "Guidelines for Workplace Health Surveillance" should also be followed where the assessment indicates a requirement for personal health monitoring.
These documents are stored in the **"O" Drive/New Drive/People:**

6.0 Health & Safety	6.9 Legislation & Codes of Practice

Steps to determine requirement for environmental and health monitoring
The steps managers need to take are:

1. Arrange for hazard assessment and controls to be completed.
2. Identify tasks in which the control for significant hazards is to minimise exposure and or to use personal protective equipment as the means of protecting staff from the hazards.
3. Assess staff exposure to the hazard by monitoring the environmental quantity of the hazard.
    - If the hazard is adequately controlled using minimisation then it is no longer a significant hazard.
    - If there is a requirement for personal protective equipment then personal health monitoring is also needed.
4. Determine if staff health can be monitored as a means of evaluating the effectiveness of the hazards control.
5. Seek staff member's permission to undertake health monitoring.
6. Arrange for monitoring,
7. Advise staff member of results and record data in personnel file.
8. If the staff member's health shows a change over time then the hazard control needs to be reassessed and made more effective.

Pre and exit baseline monitoring
Where a task or a position exposes an employee to a significant hazard that affects the staff member's health and minimisation and personal protective equipment is used as the control method, then arrangement must be made for monitoring.
Such monitoring may be during employment or may be limited to a particular task.
Baseline monitoring is only required if hazard is still significant after minimisation and personal protective equipment is used as the control method.

Pre–employment monitoring
Where a position requires a particular health status for safe performance of duties, then the health requirement is to be included in the job description prior to appointment. Applicants are to be asked to evaluate their capacity to perform the duties safely and effectively. An example is a person with colour blindness may not be safe working with colour coded electrical systems.
Any concern about an applicant's capacity should be resolved by requiring baseline monitoring or medical examination as a condition of job offer.

Monitoring results
Managers are to ensure that the results of **environmental monitoring** are presented to affected staff and any other staff who ask for them. The data must be interpreted by a suitably qualified person who has an understanding of the hazards as well as occupational safety and health. Results shall not identify any individual staff member.
Results of **health monitoring** are made available to the individual staff member, and interpreted by a suitably qualified person who has an understanding of the hazards as well as occupational safety and health. Under no circumstances are results of one employee to be given to another person. The results are to be held on a personal file.

Sub-optimal results
If monitoring results show that employee's health is affected by the hazard(s), then the following is to occur

- Substandard result entered in accident register, and investigated.
- Hazard controls reviewed as part an accident investigation. The affected employee(s) and manager should be involved in the review process. This review is to identify causes of the sub-optimal results and make recommendations to reduce exposure.
- Notification to Worksafe if significant harm has occurred.

4.0 INFORMATION, TRAINING, & SUPERVISION

Generic Staff Induction

UH runs a week of staff training for our track guides prior to doing a pre-season walk of the tracks with their Senior Guides. Lodge Managers attend a 3 day training in Queenstown, before being taken to their lodges and preparing for the track guides walk through.

It is compulsory that ALL staff attend the generic Health & Safety power-point presentation. This provides global information on:

- Employer/Employee Responsibilities
- Hazards
- Emergency Planning
- Cost of Injuries
- Work Related injuries
- Rehabilitation & Return to Work
- Preventing Time Off Work

It is the responsibility of the Lodge Managers to ensure that their lodge staff view the above presentation once they arrive at the lodge they will be based at for the season.

Specific Staff Induction

Staff also participate in relevant on-site training undertaken by either the Track Manager and/or Head Guide, or their Lodge Manager, which includes Health & Safety training. This provides information on the tasks to be performed, the scope of each person's job description, the hazards each person may be exposed to in that department, and how each hazard is managed. Where any high risk tasks are required to be performed, staff will receive training relating to this and be advised of UH policies relating to each of these tasks.

Staff are expected to observe and learn safe work practices and the correct use of equipment. Where safety and personal protective equipment is provided, they must be used correctly and at all times. Loose hair and clothing is required to be secured while working around moving equipment.

High Risk Tasks

- Fire
- Hazardous Substances
- Helicopters

UH has developed specific policies and training relating to the undertaking of these tasks that must be complied with by all staff. These policies are stored in the **"O" Drive/New Drive:**

People	**6.0 Health & Safety**	**6.2 Policies**

Relevant procedures are stored in the **"O" Drive/New Drive**

People	**4.0 Training**	**4.1 Company Training**	• 4.1.2 Induction

Approved Trainers

Training of all staff on any high risk task will be undertaken by "approved trainers" only. An approved trainer is someone approved by the General Manager or Track Manager – this may be a senior member of staff or an outside contractor.

An “Approved Trainer” will be able to do the following:

- Demonstrate experience and competence in the task to the satisfaction of the General Manager, Track Manager, or nominated assessor.
- Demonstrate the complete training session to the satisfaction of the General Manager, Track Manager, or a nominated assessor.

Training Records

UH will maintain records of all health and safety related training undertaken by all staff.

Safety Practices Monitoring

Throughout the course of the season, supervisors will complete the ‘Safety Practices Monitoring’ form to give feedback to staff about their safety practices. This form is designed to give both positive and constructive feedback to the staff member and also works as a test that systems are working.

5.0 INCIDENT & INJURY REPORTING, RECORDING, & INVESTIGATION

Work Accident/Incident Reporting System

The Incident Report form is designed to cover all near misses, accidents and incidents including Personal Injury, Vehicle Damage (company or other vehicle), Property damage/loss (personal or company), Hazards, and Environmental incidents.

The originator of the Incident Report form can be either an employee (or a colleague in case of incapacity), visitors, and contractors.

Introduction and training in the use of the Incident Report form is given to all staff as part of their induction process. A H&S folder is available in each lodge, and this includes detailed guidance on how incident reports need to be completed.

Our Procedures

Relevant Incident Report form procedures are stored in the **"O" Drive/New Drive/People/6.0 Health & Safety/6.4 Incident Injury Reporting**, and are also available in the H&S folder at each lodge**.**

These procedures detail mandatory reporting of Notifiable Events.

Insurance Liaison

Type	Insurer	Excess
Property Damage	QBE	$25,000
Vehicle Damage	Lumley's	$ 2,500 *(van, car, utes)* $10,000 *(all other vehicles)*

Investigations and reviews

All incidents, accidents and near misses are subject to investigation and review. The investigation will:

a) Identify underlying causes;
b) Identify improvements to the Safety Management System including preventative action to be communicated to the Board of Directors;
c) Analyse trends

Recommendations from incident reviews are implemented with staff involvement and communicated to staff and relevant other parties.

Complaints

All complaints about safety will be reported as an incident. This will ensure that they are investigated and reported on appropriately and any learnings can be applied to our Safety Management System and Standard Operating Procedures. Ultimate Hikes will respond to any complaint to clarify the issues and seek to rectify any shortcomings.

Analysis of Incident/Injury Data

Incident Report data is input into the cloud based Beakon software, with each event being recorded under the name of the initiator of each incident.

Cumulative data is analysed and provided to UH management monthly during the season, and at the end of each season. Data analysis relating to various aspects of incidents reported and ACC claims are also undertaken on a regular monthly basis.

Reviews of our incident and injury statistics also forms the basis of our health and safety training, and some of this information is also provided to all staff as part of the generic health and safety induction they are required to attend each season.

6.0 Worker Engagement, Participation and Representation

How Employees Are Made Aware of This

UH is committed to engaging with workers and their representatives about matters affecting workers' health and safety. We achieve this by:

- Providing a range of ways for workers to participate, including H&S committees, report forms and informal catch ups.
- Supplying information on matters that will or are likely to affect health and safety.
- Consulting with walkers about any changes to work or working conditions that might affect workers' health and safety.
- Advice to all staff regarding employee participation via the UH Employee Handbook and during staff induction training.

How Employees Can Participate

Employees are actively encouraged to participate in the following:

- Mandatory requirement to attend Health and Safety induction
- Monthly health and safety committees during operating season (taken by Lodge Manager/Guiding Manager)
- Providing feedback on health and safety issues they identify that may impact on any person on our walks
- UH also assists staff who may be elected to Health and Safety Representative training
- If a Health and Safety Representative is requested by a worker, then a formal election must be held within two months of the request. Ultimate Hikes will follow the guidelines set out in the WorkSafe NZ document: 'Worker Representation through Health and Safety Representatives and Health and Safety Committees, April 2016' found in the Legislation and Codes of Practice section of the Health and Safety documents.

Relevant Legislation - Health & Safety at Work Act 2015

Subpart 1—Engagement with workers and worker participation practices

Engagement with workers

58 Duty to engage with workers

(1) A PCBU must, so far as is reasonably practicable, engage with workers—

(a) who carry out work for the business or undertaking; and

(b) who are, or are likely to be, directly affected by a matter relating to work health or safety.

(2) If the PCBU and the workers have agreed to procedures for engagement, the engagement must be in accordance with those procedures.

59 Nature of engagement

(1) Engagement with workers under this subpart requires—

(a) that relevant information about the matter be shared with workers in a timely manner; and

(b) that workers be given a reasonable opportunity—

(i) to express their views and to raise work health or safety issues in relation to the matter; and

(ii) to contribute to the decision-making process relating to the matter; and

(c) that the views of workers be taken into account by the PCBU; and

(d) that the workers be advised of the outcome of the engagement in a timely manner.

(2) If the workers are represented by a health and safety representative, the engagement must involve that representative.

60 When engagement is required

Engagement with workers under this subpart is required in relation to work health and safety matters in the following circumstances:

(a) when identifying hazards and assessing risks to work health and safety arising from the work carried out or to be carried out as part of the conduct of the business or undertaking:

(b) when making decisions about ways to eliminate or minimise those risks:

(c) when making decisions about the adequacy of facilities for the welfare of workers:

(d) when proposing changes that may affect the health or safety of workers:

(e) when making decisions about the procedures for the following:

(i) engaging with workers:

(ii) monitoring the health of workers:

(iii) monitoring the conditions at any workplace under the management or control of the PCBU:

(iv) providing information and training for workers:

(f) when making decisions about the procedures (if any) for resolving work health or safety issues at the workplace:

(g) when developing worker participation practices, including when determining work groups:

(h) when carrying out any other activity prescribed by regulations for the purposes of this section.

61 Duty to have worker participation practices

(1) A PCBU must have practices that provide reasonable opportunities for workers who carry out work for the business or undertaking to participate effectively in improving work health and safety in the business or undertaking on an ongoing basis.

(2) In complying with subsection (1), the PCBU must—

(a) comply with prescribed requirements relating to worker participation, including requirements relating to a particular industry, sector, or kind of workplace:

(b) take into account any relevant approved code of practice.

(3) In this section, **reasonable opportunities** means opportunities that are reasonable in the circumstances, having regard to relevant matters, including—

(a) the number of workers working in the business or undertaking; and

(b) the number of different workplaces of the business or undertaking, and the distance between them; and

(c) the likely risks to work health and safety in the business or undertaking and the level of those risks; and

(d) the nature of the work that is performed and the way that it is arranged or managed; and

(e) the nature of the employment arrangements or contracting arrangements, including the extent and regularity of employment or engagement of temporary workers; and

(f) the willingness of workers and their representatives to develop worker participation practices; and

(g) in relation to employers and employees, the duty to act in good faith as required by section 4 of the Employment Relations Act 2000.

7.0 EMERGENCY PROCEDURES

Our Emergency Management Plans

An Emergency Management Plan has been developed to assist UH management in considering all requirements and to be able to provide the appropriate resources and support both during and after any serious incident or accident. Also included is information on management responsibilities and the chain of command in an emergency.

A review of Emergency Management procedures must be carried out on a regular basis, and/or if an emergency has occurred. If an emergency has occurred this is an ideal time to evaluate the overall effectiveness of the procedures, to ensure that any changes are implemented, and to find ways of preventing the recurrence of the emergency.

Relevant emergency procedures are stored in the **"O" Drive/New Drive:**

People	**6.0 Health & Safety**	**6.6 Emergency Planning**

Highly Probable Emergency Situations

Type of Event	Emergency Situation
Lodge Building Evacuation	• Fire
DG Emergencies	• Chemical Spills • Fire/Explosion • Gas Leaks
Natural Emergencies	• Earthquake • Flooding • Landslide • Avalanche
Physical Emergencies	• Intruder
Vehicle Incidents	• Injury/Accident

First Aid

Adequate first aid supplies (relevant to the scale and nature of the activity or site) are available at all times during a guided walk; and at lodges at all times.

Our Lodge Evacuation Plans

These documents can be found on the "**O" drive/New Drive:**

People	**6.0 Health & Safety**	• 6.6 Emergency Planning

8.0 CONTRACTOR MANAGEMENT

Section 34 of the Health and Safety at Work Act 2015 outlines the duties of PCBUs in regards to "overlapping duties" and consulting with other PCBUs.

A PCBU cannot contract out of its duties, but can enter reasonable agreements with other PCBUs to meet duties. However, both PCBUs still retain the responsibility to meet their duties. The extent of duty to manage risk depends on the ability of each PCBU to influence and control the matter.

As part of the consultation with other contractors, PCBUs should:

- Discuss what work activities are being carried out
- Agree on the degree of influence and control each PCBU has
- Agree on who will manage what and how it will be managed
- Agree on the use of shared facilities
- Monitor and check how things are going on an ongoing basis

Questions to be covered should include:

Work activities	What work activities will each PCBU carry out (i.e. what will each PCBU do, how will they do it, when will they do it, where will it be done, what plant or substances may be used)? Which workers will be involved in the work activity? What other people may be affected by the work activity (other than workers)? How could one PCBU's work activities affect the work of other PCBUs? Will one PCBU's work activities introduce or increase health and safety risks to other PCBUs (and other people) at the workplace or down a contracting chain? How could each PCBU's work activities affect the work environment?
Health and safety risks	What does each PCBU know about the health and safety risks associated with a work activity they carry out? How will each PCBU manage (eliminate or minimise) risks associated with a work activity they carry out?
Other important information	What information may one PCBU need to provide to another PCBU for health and safety purposes? How will PCBUs communicate with workers and others? How will the PCBUs co-ordinate their emergency procedures including who will notify the regulator when a notifiable event occurs? What further consultation or communication may be required to monitor health and safety, or identify changes in the work or environment?

Our Procedures

Our contractor management is done predominantly with Beakon, an online safety management system.
Relevant Contractor procedures are stored in the **"O" Drive/New Drive:**

People	**6.0 Health & Safety**	**6.7 Contractor Documents**

9.0 FILM CREWS & EVENT MANAGEMENT

Film Crews

Two documents (Film Crew and the completed Event Plan) will need to be sent to the film crew for sign off prior to them coming onto the tracks. There is quite a lot of information in the contract about public liability insurance etc., so please when you send this out, ask the company to contact you if they have any queries in regard to the contract –We can have a look at each contract on a case by case basis if people come back to us with queries in regard to this (especially clause 3.8).

A copy of a Power Point presentation can be sent to anyone who wants this information as it provides basic H & S info to them. A copy of the hazard catalogue (which covers both tracks) can also be sent out if requested.

Other Events

Please also record any other types of events such as famils that you may be arranging in the Event plan and get sign off accordingly before the activity proceeds. Completion of this plan will ensure that we cover off our H & S obligations as well as provide a record about specific PR type activities that have taken place and prices etc. that have been charged for these.

Completed documents should go to marketing for filing.

Our Procedures

Relevant Contractor procedures are stored in the **"O" Drive/New Drive:**

People	**6.0 Health & Safety**	**6.8 Film Crew & Events**

10.0 INJURY MANAGEMENT

Our Commitment to Rehabilitation

UH is committed to the prevention and management of injury and illness. We provide a rehabilitation service for work, non-work and long term illness. This involves active involvement by managers, and other relevant personnel in recovery, rehabilitation and workplace-based return to work programmes as a standard approach.

Alternate Duties Process

When an UH staff member presents a medical certificate confirming they require time off work (for injury or illness), their Manager will meet with them to discuss whether they are able to undertake any restricted duties at all, and to discuss what modified duties (if any) UH is able to provide.

Our Rehabilitation Policy

REHABILITATION POLICY

Company Commitment to Rehabilitation

The management of Ultimate Hikes is committed to providing rehabilitation opportunities to all staff, where practicable, regardless of whether they are off work due to a work related injury, non-work related injury, illness, or medical condition.

Ultimate Hikes Management Responsibilities:

Ultimate Hikes management recognises the benefits of assisting employees to return to productive work (in either a part time or fulltime capacity) as soon as possible following the occurrence of an injury, illness, or medical condition.

Ultimate Hikes will take all reasonable steps to assist an employee who presents with an injury, illness, or medical condition to return to their usual position. If an employee is unable to undertake their usual duties Ultimate Hikes will seek to provide suitable alternative duties, possibly in another area, according to any injury, illness, or medical restrictions.

For injured employees, Ultimate Hikes will take all practicable steps to assist injured employees with vocational rehabilitation under their ACC individual rehabilitation plans.

Ultimate Hikes Employee Responsibilities

All employees are required to participate in and be responsible for their own rehabilitation to the extent practicable having regard to the consequences of their injury, illness, or medical condition. This means that all staff are expected to cooperate with any reasonable offer of meaningful alternative duties.

Prior to recommencing normal duties, employees are required to provide their Ultimate Hikes manager with medical certification (or an ACC form) confirming that they are fully fit for their normal duties. Once full medical clearance is received, normal employment can resume.

Employees are encouraged to seek advice, support, and/or representation from either a union or employee representative during any period of rehabilitation.

Noel Saxon
General Manager

Date: .....

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Tourism Milford Ltd

NOISE ABATEMENT

STANDARD OPERATING PROCEDURES (SOP)

NOISE ABATEMENT
Standard Operating Procedures

Document Review

Document Review		
Last Review Date	Next Review Date	Reviewed By

NOISE ABATEMENT
Standard Operating Procedures

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NOISE ABATEMENT
Standard Operating Procedures

1. Introduction

This Standard Operating Procedure (SOP) provides an agreed methodology for the safe and responsible management of the noise annoyance created by aircraft operated by Tourism Milford Limited (TML).

Helicopter operations have the potential to cause annoyance where aircraft concentrations are high, e.g. airports and heliports. Other affected areas are where the general public have access to outdoor activities.

This SOP will cover the actions TML expects our pilots to follow to reduce the risk of our aircraft causing annoyance through excess noise.

TML pilots and ground crew are expected to act in a professional manner, this includes the way our aircraft are flown.

Safety will always be considered first over noise abatement procedures.

The Queenstown User Group handbook is to be read in conjunction with this SOP for more specific procedures at various locations around high aircraft concentration and noise sensitive areas.

2 General

When transiting from one site to another, the following procedures are a prudent suggestion for noise abatement:

- Select a flight path as far as possible from noise sensitive areas
- Fly alongside the noisiest land routes (highways, railways, industrial parks)
- Fly no lower than 1,000 feet AGL, if possible
- Fly on the downwind side of noise sensitive areas, if possible
- Maintain steady flight avoiding large pedal movements
- Fly with the noise sensitive areas on the right-hand side of the helicopter

3 Low Level Operations

For low level flight the following procedures will be followed:

- Avoid unnecessary hovering
- Avoid prolonged hovering
- Avoid quick and repetitive pedal movements.
- Use right pedal turns over left when possible

4 Hover-Taxiing

Hover taxiing should be kept to a minimum. Pilots will:

- Plan take off and departure actions while the aircraft is on the ground with the engine at ground idle were practical
- Exit the area in a timely manner once cleared to depart
- Plan approach and landings early and land at the selected site in a timely manner
- Avoid prolonged hovering
- Use right pedal turns over left when possible

5 Take off and Climb Out

When departing for a location, Pilots must vacate the area in a timely manner. This does not mean at a speed that would be classed as unprofessional. Pilots will:

- After the shortest acceleration feasible, climb at Vy using maximum continuous power
- Avoid flight over noise sensitive areas
- Keep angle of bank shallow where practical

6 Descent and Approach for landing

Once again, planning is key. Pilots need to plan their approaches to a landing area early and set up for the most efficient flight path. Pilots will:

- Use an approach speed of 60 Knots indicated, and at a rate of decent of close to 1,000 feet per minute until short finals where settling with power conditions may present themselves
- Keep angle of bank shallow where practical
- Avoid flight over noise sensitive areas

7 Track Resupply

One of our core business activities is the resupply and servicing of the Lodges that are situated along the Great Walks. Department of Conservation (DOC) concessions include a 1500 ft AGL minimum height while overflying the tracks whenever possible. DOC limit Operations to within certain times, for example, helicopters cannot land at Falls Lodge before 10am or after 3pm unless approval is sought. Approval is often given but must be for a valid reason.

Pilots are to check with the Chief Pilot for the details of these concessions and abide by their conditions.

8 Other Activities

For other Operations, Pilots and ground crew are to refer to the associated SOP to see the procedures TML have listed for that particular activity.

The procedures listed in this SOP are prudent guidelines, however noise reduction can often not be achieved due to the nature of the flying required to complete the task.

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Ultimate Hikes Responsible Tourism Policy

We take great pride in providing walkers from all over the world with a unique insight into the magic of New Zealand's wilderness and will continue to upgrade and maintain the tracks whilst ensuring their sustainability for the future.

The following outlines how we are currently minimising, removing and recycling waste, reducing energy consumption, increasing water efficiency, using sustainable products and supporting conservation initiatives.

Waste

- At the lodges we reduce the amount of waste produced by purchasing products in bulk and therefore reducing the amount of packaging.
- We separate our rubbish at the lodges into recyclables and non-recyclables. All of the rubbish is flown out of the World Heritage Area. The non-recyclable rubbish goes to landfill but the recyclable rubbish goes to the Queenstown Recycling Centre to be sorted and recycled.
- We recycle all materials where possible; for example, old towels are used for rags, old equipment is donated to organisations such as schools, lost property items go to the Salvation Army.
- We provide biodegradable pack liners for our walkers on the track.
- All of our walker information is printed on sustainable paper stock.
- We crush all cans and break down packaging at each lodge to reduce the surface area of the rubbish allowing it all to go in one flight.
- Waste oil is sent to Northern Southland Transport for recycling.
- We use sustainable cleaning and soap products that complement our septic tank systems

Energy

- We have installed a solar energy system at the Greenstone lodges to power our energy efficient fridges and freezers, reducing diesel and gas use.
- We ensure that all new electrical equipment is purchased on the basis of its energy efficiency rating. All electrical machinery and equipment is monitored, maintained and updated on a continual basis.
- Lodge generators are alternated between sizes and peak times to conserve fuel. DC lighting is used between 10pm and 6am.
- We ensure that the heat energy released from our electricity generators at the lodges is harnessed for efficient drying rooms.
- Solar energy charges the radio repeater sites and lights at some of the lodges.
- We are continually analysing our use of transport in all aspects of our operation and strive to operate with full loads where possible; be it with walker transport or helicopter freight.
- We regularly monitor our energy consumption. Energy efficient lighting, sensors and timers are used in the lodge where possible. Clothes lines are available for drying.

Water

- Testing is regularly carried out on potable water to ensure all water is safe, and remains pure and natural.
- All grey water and sewage feeds directly into well maintained septic tanks. The resultant sludge is emptied and flown to a sewage treatment plant. The remaining liquid is passed through a series of high quality water filters before being dispersed in a location approved by the Department of Conservation.

- Every season, 5-6 water quality tests are undertaken in the lodge vicinity to ensure that the water being released has no detrimental impact on the surrounding environment.
- The water temperature and flow in the lodges are tested periodically to ensure efficiency.

Environment

- Our GM is a trustee of the Routeburn/Dart Wildlife Trust and we are actively involved in the protection of birdlife.
- We have been involved in the process of eradicating exotic plant species from our Milford lease area.
- We cover 50% of all track maintenance and capital project costs on the Milford Track, through contributions to DOC.
- Part of our concession fees go towards environmental monitoring/biodiversity projects run by DOC.
- We trap predators to our native birdlife around our lodges.
- We educate our staff and customers on the importance of conservation and encourage them to be actively involved in conservation practices.

Community

- We donate prizes/auction items to community events such as school fundraisers, gold panning championships, charity golf tournaments, charity bowls tournaments and church fairs.
- Where possible, we purchase local products, thus supporting local business and reducing freight.
- We are contributors to the Queenstown Trails Trust Queenstown.
- We supply radio communications for the annual Routeburn Classic race.
- We have given the cost of a full walk to the Bone Marrow Trust to raise funds

OutdoorsMark

ADVENTURE ACTIVITY SAFETY AUDIT CERTIFIED

This is to certify that

Tourism Milford Limited

Trading as Ultimate Hikes

The Station Building, Duke Street, Queenstown

has passed a safety audit conducted by Skills Active Aotearoa Ltd.

The safety audit established that the operator's Safety Management System and delivery of listed adventure activities complies with the Safety Audit Standard for Adventure Activities.

Adventure Activities	Location
Alpine trekking	Milford Track, Routeburn track, Greenstone Track

Grant Davidson
OutdoorsMark Certifier

Issue Date	Expiry Date
20-Aug-2017	19-Aug-2020

SKILLS ACTIVE ITO AOTEAROA

This schedule is issued by Skills Active Aotearoa Ltd, PO Box 2183, Wellington, 6140 | OutdoorsMark™, the safety audit programme designed specifically for outdoor recreation, outdoor education and adventure operators, is administered by Skills Active Aotearoa Ltd | This certificate remains the property of Skills Active Aotearoa Ltd and must be returned upon request. It must not be altered or defaced in any way and deliberate misuse of the certificate will result in cancellation without notification | The Safety Audit Standard for Adventure Activities is published by WorkSafe New Zealand in accordance with the Health and Safety at Work (Adventure Activities) Regulations 2016 | Continuation of the safety certificate requires the operator to conform to, and successfully complete, any conditions associated with this certificate and surveillance activities | Disclaimer: In awarding this certificate, Skills Active Aotearoa Ltd has carried out a point in time audit of the operator's safety systems against the required standard. This is NO GUARANTEE that the operator will operate safely and Skills Active Aotearoa Ltd accepts no responsibility for the operator's implementation of their safety management system with its clients.

Certificate No. 2017 1615 AAO 758

OutdoorsMark
Safety Audit CERTIFIED
Adventure Activities

QUALMARK

GOLD LEVEL OF CERTIFICATION

This is to certify that

Ultimate Hikes

has been endorsed by Qualmark,

and awarded Gold under the Sustainable Tourism Business criteria.

The licence is held by Tourism Milford Limited.

It has also been classified as:

Endorsed visitor activity

Date of evaluation:
03 December 2018

Gregg Anderson, General Manager
Qualmark New Zealand Ltd

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CIVIL AVIATION AUTHORITY
OF NEW ZEALAND
Te Mana Rererangi Tūmatanui o Aotearoa

General Aviation
Air Operator Certificate

This is to certify that

Tourism Milford Limited

Trading as Ultimate Hikes

is authorised under the provisions of Civil Aviation Rule Part 119 to perform air operations and other associated activities in accordance with Civil Aviation Rule Part 135 as defined in the Operations Specifications and the organisation's exposition.

This certificate is not transferable, and shall come into force on the 17th day of May 2019 and remain in force until the 16th day of May 2021 unless otherwise suspended or revoked.

Granted this 17th day of May 2019

for Director of Civil Aviation

This certificate is granted pursuant to Civil Aviation Rule Part 119

No. AOC93813